
From: Jack Bright
Sent: Saturday, May 28, 2022 9:54 PM
To: Sharon Griffin
Subject: Fwd: Questions

This was my response to this email.

Jack

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Saturday, May 28, 2022 8:10:50 PM
To: Dennis and Terry Ryan <ryan5024@hotmail.com>
Subject: Re: Questions

Thank you for the email and concern. Its true we are short handed and the pay is very competitive with other counties. I'm not sure the information you were asking about is accurate.

Our county manager is working very hard to make pay adjustments in this 2022-2023 budget. We are scheduled to vote on this after a public hearing June 6, 2022. I believe our EMS and all of our county employees will be very satisfied with this proposed pay scale adjustment.

As a note we approved in last years budget a 8% pay raise and a \$1,000.00 bonus for every employee because we value the work they have done. Its not easy being a first responder because I was one myself for 30 years. Its not a get rich profession, most do it for the love of helping their fellow citizen.

Regards Jack

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>
Sent: Saturday, May 28, 2022 7:32:09 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>
Subject: Questions

Mr. Bright,

Are these statements true:

Onslow County EMS is running at half staffing nearly every day, all shifts?

EMS personnel are working up to 14 hours a day due to low staffing?

Surrounding communities pay their EMS staff up to 46% more than what Onslow County pays EMS staff? 46% more?

It can take up to 47 minutes for EMS to respond due to low staffing and they are having to call on EMS in other counties?

There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,

Teresa Ryan

From: Jack Bright
Sent: Saturday, May 28, 2022 7:46 PM
To: Sharon Griffin;Norman Bryson
Subject: Fwd: Questions

FYI , I hope this information is not accurate. Our citizens deserve accurate facts and information, emails and social media post like this makes our citizens panic for no reason. Its similar to yelling fire in a crowded theater . I support free speech but sometimes it goes to far.
Jack

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>
Sent: Saturday, May 28, 2022 7:32:09 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>
Subject: Questions

Mr. Bright,

Are these statements true:

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Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,
Teresa Ryan

From: Jack Bright
Sent: Thursday, May 26, 2022 2:00 PM
To: Sharon Griffin; Norman Bryson
Subject: Fwd: please read-

FYI
Jack

[Get Outlook for iOS](#)

From: Angela Adams <Angela_Adams@onslowcountync.gov>
Sent: Thursday, May 26, 2022 1:08:23 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>; Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>
Subject: please read-

One day you will realize that the thing you poured your blood, sweat, and tears into, something you loved and protected fiercely, never really loved you back.

How many can say that they feel that strongly about their career? That they loved it so much, they lost themselves. Sacrificing their own lives, their own families, and their own mental and physical health to help their fellow human in a time of sickness and crisis.

Have you been so afraid to work, and catch a virus that was killing millions, that literally shut down the world, but you put on your boots anyway, crawled into an ambulance and prayed, that if you got Covid 19, you wouldn't pass it to your child, spouse, or parent? Terrified that every patient with a cough or sniffle could cost you your life. Especially when the personal protection equipment you had was dry-rotted and told to "burn through them", that was all we had? Putting on an N95, the world was saying was our only protection, to have the elastic crumble around your head as you were consoling a patient that was afraid of dying, because likely, they had Covid?

Helping people, saving lives, and giving hope on a minute by minute basis while your own family is struggling. It's hard to give hope when you have lost yours.

Your spouse furloughed and unemployed because the company he was working has stopped paying because of Covid. Secretly grateful that the world was shutting down and then taking on the responsibility of being your families only possible exposure, putting on your boots and crawling into that ambulance because someone may need you. Do you know how much stress that causes someone?

We make it through Covid, now, we are faced with difficulties paying our bills, not affording gas to get back and forth to work. Making "too much" to qualify for food stamps, and now taking even MORE from our families to provide the citizens of Onslow County with emergency medical care.

We are so short staffed that people have waited over an hour for an ambulance.

How long can you hold your breath?

How long will your heart wait to stop, while you are filled with fear clutching your chest and feeling like someone has placed a vice grip around your chest and you feel like the air is being squeezed out of you?

How long can you hang upside down while watching your loved one suffer, waiting for help to arrive.

When the sirens finally are heard and your ambulance arrives, do you want your Paramedics and EMT's to be tired and overwhelmed and so burnt out that they make a mistake?

What will it take to see that Onslow County EMS is suffering daily? Your Paramedics and EMT's are tired, and know that they are not appreciated, and not recognized for the work that they do.

When surrounding counties are paying more with a much lower call volume, retention is harder in a field that has a high burn out rate. You've set the stove on high and walked away. No one wants to leave with so much invested in their beloved communities but the bleeding has to stop sometime.

I have been an Onslow County Paramedic here for 11 years. I used to be proud to say that.

Onslow County Paramedics were the superheroes, Onslow County Paramedics were the best of the best.

I don't want to leave. I'm tired. I'm Heart-broken. I don't want to struggle to do the work that I love and that I have trained extensively to do. Knowing that I can go to surrounding counties and make more money with much lower call volumes, coming to work, now, gets much harder to do.

Signed, An Exhausted Paramedic

Angela Adams

Community Paramedic

"A man cannot **Be Comfortable** without his **Own Approval**" -Mark Twain

From: Jack Bright
Sent: Tuesday, May 24, 2022 10:10 PM
To: Sharon Griffin
Subject: Fwd: Emergency Services

Fyi

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From: Julia Barker <knjbarker@outlook.com>
Sent: Tuesday, May 24, 2022 10:03:58 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Emergency Services

To whom it may concern,

There are people that are hurting, possibly dying RIGHT NOW in your county, and you've done absolutely nothing to help them.

Creating more "staffing positions" doesn't do anything when you offer absolutely bottom of the barrel pay and benefits. Your Paramedics and EMTs are drowning, and you've done nothing. Almost all surrounding counties have increased pay, or added additional trucks to help with the work load.

I urge every single one of you to do a ride along for a day with Onslow County EMS, so you may fully understand how intense this line of work is.

Emergency Services MUST NOT be treated as a luxury, it is a service provided by any humane society for its citizens.

The fact that you have people suffering at your hands because you refuse to pay well enough to retain staff is despicable.

Make a move, or you'll keep losing employees until there is noone left to staff trucks, and then what?

How will you explain to the people that elected you that you failed them? That their aunt who had an allergic reaction died because no ambulance was available to respond? How would you feel if it's your neighbor, or your own family member?

Changes must be made. Quickly.

With no regards,

A concerned citizen.

From: Jack Bright
Sent: Tuesday, May 24, 2022 9:28 PM
To: kelseyopel;BOC - All Commissioners
Subject: Re: Concerned Citizen Regarding EMS Pay and Staffing

Thank you for the email and concern for our EMS department. Our county manager is working to resolve the issue in this years budget. We appreciate you offering to volunteer, please contact our EMS director for requirements in that department.

Regards Jack Bright

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From: kelseyopel <kelseyopel@protonmail.com>
Sent: Tuesday, May 24, 2022 9:09:21 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Concerned Citizen Regarding EMS Pay and Staffing

Hello,

I am a concerned citizen reaching out regarding our current EMS staffing and response times.

I understand we currently have the positions available, but we are unable to staff them due to minimal pay increases compared to neighboring counties.

I am a businesswoman, I have an MBA, and I understand how taxes and economics work. Additionally, I am a homeowner and tax payer of Onslow County. I also understand, as a military spouse and mother, how fragile a human life is and how vital effective EMS are to the success and safety of a county.

I urge you to reconsider budgets and evaluate the necessity of properly paid EMS staff. If I can volunteer my time to be of any help, I'm happy to do so.

I am looking forward to your response.

Very Respectfully,
Kelsey Opel

Sent from ProtonMail for iOS

From: Norman Bryson
Sent: Friday, June 10, 2022 11:24 AM
To: Sharon Griffin
Subject: Active Shooter Training

Sharon,

Good morning!

I wanted to make you aware that there will be an active shooter training/drills conducted for Law Enforcement and EMS personnel on four different dates in June. This training will be conducted at Dixon Middle School on the following dates:

Tuesday	June 21 st
Thursday	June 23 rd
Tuesday	June 28 th
Thursday	June 30 th

This training is being conducted in conjunction with the Sheriff's Office, Jacksonville Police and Fire, Coastal Carolina Community College, County School System, and Emergency Services. Each day will have a morning and afternoon session of about four hours. During each session there will be four different training stations of; Single Officer Response, Multiple Officer Response, Rescue Teams, and Incident Command. This will allow us to provide training for up to 400 personnel. This training will be available to county, municipal , and state law enforcement personnel. These are training sessions and are not exercises. I wanted to make you aware encase you receive any phone calls regarding. If you have any questions, please let me know.

From: Norman Bryson
Sent: Tuesday, June 7, 2022 2:37 PM
To: Sharon Griffin
Subject: Fwd: Compliment

Sent via the Samsung Galaxy S21 Ultra 5G, an AT&T 5G smartphone
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From: Richard Dorn <Richard_Dorn@onslowcountync.gov>
Sent: Tuesday, June 7, 2022 2:16:46 PM
To: Gabriel Fountain <Gabriel_Fountain@onslowcountync.gov>; Seth Hollowell <Seth_Hollowell@onslowcountync.gov>; EMS Leadership <EMSLeadership@onslowcountync.gov>; EMS Supervisors <emssupervisors@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Compliment

I just received a call from the staff at the ARC on Onslow Pines Rd. They mentioned Gabriel Fountain and Seth Hollowell by name and said they were extremely polite and professional when they were on scene. She made it a point to say they often have a need to call 911 for their residences and often interact with EMS staff, and this time was one of the best experiences they've had with crews. She said she felt we, the supervisors, needed to know how great these two were and they deserved a pat of the back.

Great job guys!!

Richard J. Dorn
Battalion Chief
A-Shift

Onslow County EMS
1180 Commons Dr. North
Jacksonville NC 28546
910-989-5098 office
910-340-8135 cell
Richard_Dorn@onslowcountync.gov

From: Norman Bryson
Sent: Friday, June 3, 2022 4:01 PM
To: Sharon Griffin
Subject: RE: Additional Information EMS Pay

That is correct it is starting pay for Paramedics.

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Friday, June 03, 2022 4:01 PM
To: Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Re: Additional Information EMS Pay

Thank you so much, Norman. This is starting paramedic, correct?

Sharon Griffin
Onslow County Manager

With very limited exceptions, emails to and from the County Manager's office are open public records under North Carolina law. This means these emails are not protected or secured from access from persons who are not part of this communication, and may be viewed or copied by others.

From: Norman Bryson <Norman_Bryson@onslowcountync.gov>
Sent: Friday, June 3, 2022 3:30:06 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Additional Information EMS Pay

Sharon,

We have done additional research for starting pay salaries for Paramedics in in our region. I have included Jones, Lenoir, Wayne, and Sampson Counties to the chart. We have not been able to obtain a level of pay from Carteret and New Hanover Counties. I believe this gives us a better picture on what the market in the region. If you have any questions, please let me know.

Agency	Per hour	Hours per shift	Notes
Wake County	\$28.13	12	\$5,000 sign on bonus
Johnston County	\$28.00	24	
Brunswick County	\$23.47	12	
Emerald Isle Fire	\$23.28	24	
Greenville Fire	\$22.60	24	
Pender Fire & EMS	\$21.90	24	Proposed 25% increase in July
Wayne County	\$21.61	24	Proposed 30% increase in July
Sampson County	\$20.27	24	
Duplin County	\$19.41	24	
Onslow County	\$19.16	12	Proposed 10% increase in July
Jones County	\$16.94	24	
Lenoir County	\$15.77	24	Proposed 5% increase in July

From: Norman Bryson
Sent: Friday, June 3, 2022 3:30 PM
To: Sharon Griffin
Subject: Additional Information EMS Pay

Sharon,

We have done additional research for starting pay salaries for Paramedics in in our region. I have included Jones, Lenoir, Wayne, and Sampson Counties to the chart. We have not been able to obtain a level of pay from Carteret and New Hanover Counties. I believe this gives us a better picture on what the market in the region. If you have any questions, please let me know.

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Onslow County	\$19.16	12	Proposed 10% increase in July
Jones County	\$16.94	24	
Lenoir County	\$15.77	24	Proposed 5% increase in July

From: Norman Bryson
Sent: Thursday, June 2, 2022 10:50 AM
To: ESRG - All;E-911 Employees;EM Administration;EMS - ALL
Subject: Budget Information

All,

I hope that everyone is doing well today.

After having a conversation with a few employees this morning, I realize there is information regarding pay for employees that has not made it out to everyone. In the County's Budget Book for FY 2022-23, it is recommended that County employees receive a cost of living (COL) increase of 4% and a 4% for market adjustment. In addition, beyond what is published, the County Manger has recommended an additional 2% for all employees, not just for Detention Officers. In total this would be a 10% increase.

This additional recommendation from the County Manger came around the time the Budget Book was being produced. The Budget Book takes several months to put together, and the Manager did not want to delay publication of the book to include her new changes. She decided to go forth with the publication as written and then make the recommended changes to pay directly to the Board of Commissioners. The Manger also created a committee about a month ago to make recommendations on merit and longevity pay. Both myself and Stacie sit on this committee. The committee is meeting on a regular basis, however, there will not be a recommendation on merit and longevity pay before the 2022-23 budget is adopted. By State Law counties must adopt a balanced budget before July 1st of every year and, there is more work to be done before the recommendation can be made.

I wanted to make sure everyone had the latest information. As more information becomes available, we will pass it on.

From: Norman Bryson
Sent: Wednesday, June 1, 2022 9:13 PM
To: Sharon Griffin
Subject: Re: Concerned Employee and Citizen

Yes, this is a current employee

Sent via the Samsung Galaxy S21 Ultra 5G, an AT&T 5G smartphone
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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:42:54 PM
To: Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Fwd: Concerned Employee and Citizen

Is this a current employee?

Sharon Griffin
Onslow County Manager

With very limited exceptions, emails to and from the County Manager's office are open public records under North Carolina law. This means these emails are not protected or secured from access from persons who are not part of this communication, and may be viewed or copied by others.

From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:35:54 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Concerned Employee and Citizen

Forwarding all boc received email.

Julie S. Wand
Clerk to the Board

Onslow County Government
234 NW Corridor Boulevard
Jacksonville, North Carolina 28540
Ph: 910.347.4717

Sent from iPad

From: Emilio Ruiz <Emilio_Ruiz@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:26:07 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>
Subject: Concerned Employee and Citizen

Dear Onslow County Commissioners,

My name is Emilio Ruiz and I am writing to you today not only as a concerned Onslow County Paramedic but also as a concerned citizen. It is no secret that our current EMS system is broken. To date we have responded to more than ten thousand 911 calls, that is almost half of what our system responded to in 2021 and we have yet to hit the half way point for this calendar year. OCEMS has responded to more than eight thousand 911 calls for the first quarter of 2022. Comparing the amount of 911 calls to the first quarter of 2021, our call volume has increased by approximately three thousand calls in the first quarter of 2022. Our normal system operations is to have a total of 8-10 ALS units and 1-2 BLS units on the road. On average for this calendar year we have staffed 3-6 ALS units and 1-2 BLS units per shift. This staffing deficit has been an issue for more than the past year. When I started two and a half years ago I responded to an average of 4-6 calls a day compared to the 8-12 calls to date. When I first obtained my BLS certification, OCEMS was the best system to work for in the surrounding area. OCEMS was known for having top tier paramedics and a higher call volume with progressive protocols compared to other surrounding agencies. Today that is no longer the case. Yes, we are running more calls, however surrounding systems now have current protocols that are almost a mirror image of ours, and with higher pay these systems are now becoming better staffed. These same systems are also offering higher paid compensation for paramedics compared to what OCEMS is currently offering, to include the pay raise with 2022-2023 Onslow County Budget Proposal Book. The ability to run a fraction of the calls, higher compensation, with similar protocols, Onslow County does not have much to offer currently employed Paramedics or potential future Paramedics.

The issue of not being adequately staffed is not being properly observed by County Officials. I specifically remember working over time because the shift on duty only had 3 or 4 trucks staffed for the entire shift. In that 12 hour shift, me and my partner responded to more than 12 calls. I specifically remember responding to a call, that day, with a chief complaint of chest pain. This individual had an extensive cardiac history and their 911 call sitting in pending for an extended period of time. When we finally arrived on-scene, my partner and I were immediately berated by the caller's family asking why they had to wait more than 45 minutes for an ambulance when their loved one could be having a heart attack. This is completely and utterly unacceptable.

Further more, if the issue of compensation to remain competitive with surrounding agencies is not properly and immediately addressed, we will continue to lose good, experienced employees to these surrounding agencies. Simply put, we have already lost smart, talented, hard working, and most importantly experienced Paramedics to other agencies and other career fields all together.

The work that me and my colleagues do from day to day is detrimental to the health of every single Onslow County citizen. In our field, responding to a 911 call that has been pending for 20 or more minutes could mean the difference between our patients making a full recovery or requiring specialized care for the rest of their lives, or even worse, the difference between life and death. We, as EMS personnel, dedicate our lives to caring for our patients and performing life saving interventions and treatments so that our patients can return home to their families. The amount of burn out that we are experiencing is not only detrimental to the well being of our patients but also the well being of ourselves as human beings. We are so exhausted at the end of our shifts, that more often are longer than the advertised 12 hours, that we are struggling to take care of ourselves. On a normal day, when a patient's life is lost, we endlessly rack our brains asking "what if I got there sooner?" Or "what could I have done differently so this person could've lived?" That guilt doesn't go away just because we clock out, it is often guilt that we carry home and live with from day to day. Now adding on the pressure of knowing several calls are waiting in pending, to us this translates to several people calling and pleading for help and we are unable to help them. We are the ones that have to inform family that their loved one is in critical condition or even worse, dead. We are the ones that have to face infuriated family members and tell them we couldn't get here any sooner because we simply do not have enough trucks available. I encourage any of you to join us on one of these interactions to see and feel the glimpse of what Emergency Medical Providers experience. We dedicate our lives to helping others, now it is your time to help us! Now is your time to answer our 911 call for help!

Sincerely,
Emilio Ruiz, EMT-P

From: Norman Bryson
Sent: Wednesday, June 1, 2022 4:09 PM
To: Sharon Griffin
Subject: FW: Interview

Thoughts

From: Claire Curry <CCurry@wnct.com>
Sent: Wednesday, June 01, 2022 3:53 PM
To: Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Interview

Hi Norman,

It's Claire Curry, with WNCT, Channel 9. I was curious if you would be available for an interview tomorrow anytime to discuss staffing shortages within the EMS department in Onslow County. I saw a post about how it's been difficult to keep employees, as well as find new ones, with competition of other counties paying more. And with the commissioner meeting coming up on the 6th to discuss the pay, I was curious if you'd be available to speak with me about that. If you are unable to do an interview, a statement would work as well.

Some things I would be interested in would be what the salary is for EMS workers, what is the average call volume from last year, what the pay would be increased to in Monday's meeting, if this will solve staffing issues in your opinion.

Let me know if you have availability, thanks!

Claire Curry

Multimedia Journalist

WNCT 9 On Your Side & Eastern North Carolina CW

Newsroom: 252-355-8542

Cell: 317-910-4067

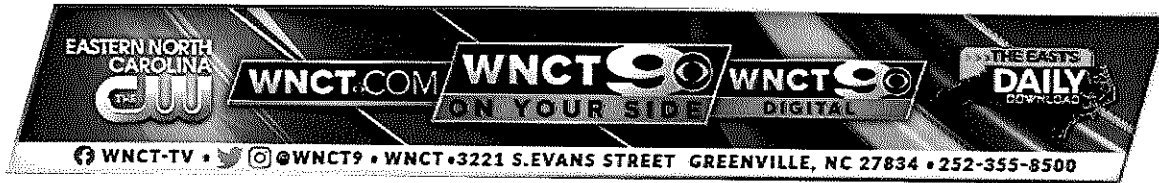
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From: Norman Bryson
Sent: Tuesday, May 31, 2022 4:45 PM
To: Sharon Griffin
Subject: EMS Information

Sharon,

I hope that you are doing well. With the recent flurry of emails and social media posts regarding EMS, I wanted to provide information on where EMS stands and what steps are being taken. The primary issues being discussed in the emails and Facebook posts are EMS pay, low staffing, long response times and employee burnout.

EMS Pay

Up until March 21st (72 days ago), Onslow County had been one of the highest paying EMS systems in the region for starting pay. In March, Wake County raised their starting pay for EMS employees which caused a ripple effect throughout the area and State. Below is a sample of starting pay for Paramedic positions in our region (data received by contacting agencies):

Agency	Per hour	Hours per shift	Notes
Wake County	\$28.13	12	\$5,000 sign on bonus
Johnston County	\$28.00	24	
Brunswick County	\$23.47	12	
Emerald Isle Fire	\$23.28	24	
Greenville Fire	\$22.60	24	
Pender Fire & EMS	\$21.90	24	Possible 25% increase in July
Duplin County	\$19.41	24	
Onslow County	\$19.16	12	

Note: New Hanover EMS would not provide data

The top two agencies, Wake and Johnston, have caused the largest uproar regarding levels of pay. From a department standpoint, we have not considered Johnston or Wake counties as our main competitors. Their status as competitors may change and we are monitoring to see if there are effects. However, even though our starting pay is below several agencies in the area, we are still receiving applications for employment.

Staffing

EMS is operating and has been operating understaffed for close to a year. Below are the current number of vacancies in EMS:

- | | |
|----------------------------------|---------------------------|
| • Paramedic (Full Time) - 6 | Paramedic (Part Time)- 11 |
| • EMT A or B (Full Time)- 2 | EMT A or B (Part Time)- 2 |
| • Paramedic FTO (Full Time)- 1 | |
| • Community Medic (Full Time)- 1 | |
| Totals (Full Time)- 10 | (Part Time)- 13 |

Of the above part time Paramedic positions, six are on hold. Those six have been recommended to be transitioned into one full time Paramedic position in the FY 2022-23 budget.

In the last two months we have hired two Paramedics and seven EMT's. We also have two Paramedic Trainees that have been promoted to Paramedics. In the last week, we have completed interviews on four Paramedic candidates that are moving to the testing phase. We also have six candidates for part-time Paramedics that are being scheduled for interviews. Human Resources keeps the post for EMS personnel constantly running. Once we fill more of the Paramedic

and EMT positions we will look to fill the Community Medic and FTO positions. Generally, Community Medic and FTO comes from internal staff. If we promoted now, it would create more vacancies. Filling openings with the current applicants, will leave six full-time positions (all full-time positions combined including Community Medic and FTO) and two part-time positions vacant.

An additional item that affects our staffing is workplace injuries. Currently, there are seven Paramedics that are either on light duty or out of work due to injuries. One of these employees has been on light duty for over a year. This number of staff out due to injuries equates to one ambulance being shut down every day.

In the last three months we have had seven resignations of employees. These employees left for the following reasons:

- 2-moving out of state (1 Paramedic Captain, 1 Paramedic)
- 1- had baby; wanted to stay home (part-time Paramedic)
- 1- other job than EMS (Paramedic)
- 3- listed pay (3 Paramedics)

Long Response Times

We have reviewed response data pulled from the County's E911 Computer Aided Dispatch (CAD) system from March 1st until May 30th. During this time there have been 6,018 EMS calls. For those three months we have 48 calls that have a 45-minute response time or longer (reviewing 45 minutes because that has been referenced to in emails). Of these 48 calls only six were coded by the E911 Center as critical calls (Echo, Delta, and Charlie level calls). Three of the calls are not considered long response times by EMS. Fire or LEO agencies were on the calls first and then called for EMS after arriving. The CAD calculated those times from the initial E911 call, EMS was identified as not needed by the caller, then LEO or fire arrived on scene and determined EMS did need to respond. The other three calls are medical calls and were provide to other EMS agencies (Camp Lejeune, Pender, or Duplin) and no arrival time was captured by E911. The other 42 calls were classified as Alpha level responses (lowest level). Most of these calls are classified as sick calls. Two of the sick calls were later classified as a higher-level call after EMS arrived on scene. We have reviewed these calls to see if there are any other actions that could have been taken to change the response status of these calls. The determination is that the E911 Center is following their protocols and asking the appropriate questions. Our determination for classifying these calls is based on the information the callers provide. We will continue to monitor these calls to see if there are any modifications are needed.

Employee Burnout

Increased call volume, staffing shortages, and higher number of severe calls has increased the level of stress on our EMS employees. Operations before COVID were 11 ambulances during the day and 7 at night. Currently, we are averaging 5.7 ambulances during the day and 5 at night. Most shifts are running with little to no rest time or lunch breaks. EMS operational staff is working on addressing the number of units operating during shifts. To combat the lower number of units on the road, EMS is reviewing a new schedule for when units will operate so that we provide more units operating during peak call times. During COVID, EMS stopped having mid-day ambulances operating and transitioned to daytime units and nighttime units. By changing the schedule of operations back to the pre-covid schedule, we believe we will be able to provide more units during peak call times which will help to decrease stress on employees and reduce response times.

Since the start of COVID, our call volume has increased by 2,672 calls per year. Covid has attributed to a decline in our number of EMS employees. Short staffing will cause frustration in personnel. When the regional EMS agencies raised their pay, this caused the frustration of EMS employees to reach a boiling point. However, this does not allow personnel to exaggerate on call information. On a department level, we are working to increase the staffing levels of our employees which should in turn decrease stress and reduce response times. We will continue to evaluate and make changes as necessary to improve our current conditions. If there is any additional information that you need, please let me know.

From: Norman Bryson
Sent: Friday, May 27, 2022 7:36 AM
To: Ray Silance
Subject: RE: EMS Response times May 2022

Ray,

Please look at May nights again. It is only showing 34 calls.

From: Ray Silance <Ray_Silance@onslowcountync.gov>
Sent: Thursday, May 26, 2022 4:03 PM
To: Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: EMS Response times May 2022



Ray Silance
911 Division Chief

Phone: 910-989-5013
Fax: 910-938-1827
Email: Ray_Silance@onslowcountync.gov

1180 Commons Drive N.
Jacksonville, NC 28546

<http://www.onslowcountync.gov/emergencyservices>

From: Norman Bryson
Sent: Wednesday, May 25, 2022 4:46 PM
To: Sharon Griffin; Jason Jones
Subject: Re: Concerns regarding Onslow Memorial Hospital and EMS

Yes, I will be there.

Sent via the Samsung Galaxy S21 Ultra 5G, an AT&T 5G smartphone
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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:26:16 PM
To: Jason Jones <jason_jones@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Can you two please join me at this meeting?

Sharon Griffin
County Manager



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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:01 PM
To: Walter Scott <Walter_Scott@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Friday, May 27th at 1:30PM
Dr. Will Ramsey's Office

Carolinas Center for Surgery - Jacksonville
2145 Country Club Road, NC 28546
Second floor

From: Will Ramsey <rwortho@gmail.com>
Sent: Wednesday, May 18, 2022 3:51 AM

To: BOC - All Commissioners <BOC@onslowcountync.gov>

Subject: Concerns regarding Onslow Memorial Hospital and EMS

Dear Board Members,

I have been working on a challenge that the hospital has been facing regarding EMS transport patterns between Naval Hospital and Onslow Memorial Hospital. There is a conflict between the county EMS Operations and the Onslow Hospital that I would like to bring to your attention. I think that you might be interested in how this affects the community of Onslow County and how it negatively affects patient care.

I am interested in speaking with you in person to further clarify and get your feedback on future directions. I would be happy to make time to meet individually or as a group. Please feel free to call if you have any questions.

Most Respectfully,

Randle W. Ramsey, DO
Orthopedic Surgeon
910-358-4914

From: Paul Buchanan
Sent: Sunday, May 29, 2022 11:15 AM
To: Sharon Griffin
Subject: Re: Questions

Outstanding

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Sunday, May 29, 2022 10:02:41 AM
To: Paul Buchanan <Paul_Buchanan@onslowcountync.gov>
Subject: Re: Questions

Yes, Commissioner Buchanan, I agree. I hope you are having a wonderful camping weekend away!

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Paul Buchanan <Paul_Buchanan@onslowcountync.gov>
Sent: Sunday, May 29, 2022 9:58:58 AM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Re: Questions

Thank you

The misinformation by individuals is a shame to the citizens of Onslow County.

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Saturday, May 28, 2022 9:40:19 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Norman Bryson <Norman_Bryson@onslowcountync.gov>; Jason Jones <jason_jones@onslowcountync.gov>; Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: Fwd: Questions

Good evening Chairman Bright and Commissioners,

I hope you are doing well. I just realized that all of you received this email below. I wanted to let you know that the statements in the posts that are referenced in the email have been overdramatized and exaggerated. I am sorry all of you are continuing to receive these emails. We do not know for certain who is doing all of the posts, or even if they are currently employed with us.

The referenced statements are not factual, and we will have additional, true information for the Board Tuesday. Our EMS and 911 team are pulling together the actual numbers and additional information. We have had too many vacancies lately and neighboring counties have raised their pay, as I have previously discussed with the Board, but in the past month, we have successfully hired 11 new employees in EMS. We have been working diligently to address the challenges that are present. The much larger salaries referenced below are in places closer to Wake County or New Hanover County where the cost of living is also higher, or in hospital settings.

I apologize that you continue to receive this type of email, and I hope you can have a peaceful Memorial Day weekend.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>

Sent: Saturday, May 28, 2022 7:32:09 PM

To: Jack Bright <Jack_Bright@onslowcountync.gov>

Subject: Questions

Mr. Bright,

Are these statements true:

Onslow County EMS is running at half staffing nearly every day, all shifts?

EMS personnel are working up to 14 hours a day due to low staffing?

Surrounding communities pay their EMS staff up to 46% more than what Onslow County pays EMS staff? 46% more?

It can take up to 47 minutes for EMS to respond due to low staffing and they are having to call on EMS in other counties?

There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,
Teresa Ryan

From: Paul Buchanan
Sent: Sunday, May 29, 2022 9:59 AM
To: Sharon Griffin
Subject: Re: Questions

Thank you

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Sent: Saturday, May 28, 2022 9:40:19 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Norman Bryson <Norman_Bryson@onslowcountync.gov>; Jason Jones <jason_jones@onslowcountync.gov>; Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
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Onslow County Manager

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Thank you,

Teresa Ryan

From: Sharon Griffin
Sent: Thursday, May 19, 2022 2:53 PM
To: BOC - All Commissioners
Cc: Admin - Managers;Admin - Staff
Subject: Budget Books and Salary Data
Attachments: CCCC 22-23 Budget Proposal (002).pdf

Good afternoon Chairman Bright and Commissioners,

I hope you are having a good day so far. The Budget Books are almost complete and will be distributed to you Monday, May 23rd as promised. We are editing today and tomorrow as time allows and making corrections as needed.

As we have discussed, employee pay has become more of an issue than we anticipated during the workshops. As you know, we are experiencing the highest inflation in 40 years, and many of our employees are struggling to pay for childcare, gas and housing. Around us, every local government and our private employers seem to be making larger market adjustments than we have ever seen. We have become much less competitive in the job market. I previously shared local paramedic and EMT pay from Naval Hospital and other medical facilities that are making this worse, and we understand that Jacksonville City Council is also discussing significant pay adjustments.

To work to retain our workforce and avoid the significant costs of turnover, the balanced budget proposal in the Budget Book you will receive Monday includes total of an 8% (4% COLA and 4% market adjustment) increase for all employees, and funds to increase the 29 employees would still earn less than \$15/hour up to \$15/hour with adjustments. As instructed by the majority of this Board, the proposed budget also includes an additional 2% increase for Detention Officers (for a total of 10% just for them).

I have been asked by Commissioners about providing an additional pay raise for EMS and about providing the same pay raise to all employees, so I wanted to include those numbers for you. If the majority of the Board wanted to amend the proposed Budget on June 6th to provide an additional 2% increase (10% total) to Emergency Services employees as well, it would cost an additional \$182K, or raising just the EMS Division from 8% to 10% would cost \$120K more. Raising all employees by 10% would cost about \$1.38 million more than raising their pay by 8%. This could be done but would require a little more Fund Balance to be used to balance the budget. We may not actually use the Fund Balance used to balance the budget due to the amount of lapsed salaries. As I sent to you last week, we have a very healthy Fund Balance.

Please see the data below we have pulled together from other local governments that have approved pay adjustments for the upcoming budget year:

Employer	Increase or Pay Level
Pender County	5% COLA + 3% merit raise
New Hanover County	8.60% increase in pay overall; 12% for first responders, increase pay plan by 6.86%
Wilmington	Increased sworn police and uniformed fire by 15%; Hourly employees 10% and Exempt/Salaried Employees 7.5%; Average increase: 9.5%
Duplin County	Adopted new pay scale:

	Basic EMT starts at \$20/hr (ours is \$15.14) All employees receiving .5% increase for every year they have been employed.
Brunswick County	New pay range policy or 7% COLA, whichever is higher (\$9.78 million); Pay range for EMTs is \$18.39 to \$31.69 hourly
Durham County	Proposed budget has employee compensation plan with salary adjustments throughout the organization totaling \$11.88 million
Greenville NC	Raised hiring salary for first responders and all employees (paramedics starting salary is now \$47K); Raised all other employees 4% COLA plus 2.7% adjustment

Community College Question

A Commissioner has also asked me about the level of funding for the Community College in the proposed budget. Mr. Heatherly lowered his request slightly this year over last year, and asked that the Board consider allowing him to keep the carryover finds this summer (which will be brought in a separate agenda item). Please see the budget submission attached, which is included in the proposed budget you will receive Monday. Brett also prepared the following to help explain our responsibility for funding the Community College. While CCCC cannot sue the County in the same way OCS can, CCCC can lose State funding if we do not provide a certain amount of County funding:

The state and the counties served by a community college share the duty of paying for the college. The state pays for salaries and other costs of administration, instructional services, and support services. The state also pays for furniture, equipment, and library books, and when appropriations are made by the General Assembly, provides matching funds (to be paired with local funds) to buy land and to construct buildings (collectively called the plant fund). The counties in the administrative area of a community college, pursuant to G.S. 115D-32, provide the appropriations that permit a college to do the following:

- Acquire land
- Erect and alter buildings
- Maintain buildings and grounds
- Purchase and maintain vehicles
- Acquire and maintain equipment necessary for the upkeep of buildings and grounds
- Purchase furniture and equipment for administrative and instructional purposes not provided by state funds
- Pay the salaries of custodians and maintenance workers
- Pay for fuel, water, power, and telephones
- Rent land and buildings
- Pay for insurance for buildings and their contents, motor vehicles, workers' compensation for employees paid by county funds, and other necessary insurance
- Pay tort claims resulting from employee negligence
- Pay the cost of bonding employees for the protection of local funds and property
- Pay legal fees in connection with local administration and operation of the college

The State Board of Community Colleges may withdraw or withhold State financial and administrative support if the required local financial support is not provided. See G.S. 115D-6. I have also attached 115D-33 that discusses the ways in which a county can raise funds to meet its financial obligations.

Thank you so much, and have a wonderful evening.

Sharon

Sharon Griffin
County Manager



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From: Sharon Griffin
Sent: Thursday, May 19, 2022 12:08 PM
To: BOC - All Commissioners
Cc: Admin - Managers; Admin - Staff
Subject: Updates
Attachments: OnslowABC Budget Message 2022-2023.pdf; OnslowABC Proposed Budget 2022-2023.pdf; OnslowABC Budget Amend 2022-3.pdf; PUBLIC NOTICE ABC BUDGET MAY 2022.docx

Good morning Chairman Bright and Commissioners,

I hope you are doing very well today. I have a few updates for you:

Non-profit Audits

Under our funding contracts with nonprofits, we generally require audits every three years and a compilation review during the years in between. Our Finance Officer has authority within that contract to waive the audit requirement in writing if unusual circumstances require a postponement of the audit. Earlier this year, the external audit firm that does our audit informed us it would no longer do local government audits. We scrambled to find a new external auditor, which this Board approved at a meeting. Unfortunately for some of our nonprofits, including the Chamber, they were informed yesterday morning at 7 AM that Williams Scarborough Gray, CPAs, will no longer perform audits and will only offer a compilation this year. Many accounting firms seem to be changing their business model and discontinuing audits, but the fact that our nonprofits have been notified of this at the eleventh hour makes it almost impossible for them to secure a new audit firm this year. After checking with our current audit firm and getting their consent, I have authorized the Finance Officer to permit nonprofits in writing to forego the audit this year and to submit compilations. The Volunteer Fire Departments have already completed all of their audit reviews for this year, and will not be impacted this year. They may be impacted for next year, and we will monitor that. Please call me if you have any questions or would like to discuss this further.

Orthopedic Issue from Dr. Ramsey at Onslow Memorial Hospital

Under State Medical Board regulations, our EMS Division, EMTs and Paramedics must follow the protocols and transport guidelines set by the Peer Review Committee established for the County. The Peer Review Committee is headed by Dr. Frink and other medical doctors, and includes the Onslow Memorial Hospital Nursing Director and other professionals familiar with emergency medicine. If our EMS Division Head or certified staff do not follow the medical protocols and transport rules established by the Peer Review Committee and physicians who oversee the EMS system under state legislation, they can lose their certifications and licensures. An orthopedic physician at Onslow Memorial, Dr. Ramsey, recently reached out to most of you, asking you to intervene in the decision to transport some patients to Naval Medical Hospital. While this is truly in the hands of the physicians who chair the Peer Review Committee and the Committee as a whole, and is not something any of us can change, I understand your concern for Onslow Memorial Hospital. A Commissioner has indicated he would like to meet with Dr. Ramsey. Please let Julie know if you also want to be included in that meeting.

ABC Budget

For your review and information, please find attached the annual ABC Board Budget Message and Proposed Budget. I have also included a Budget Amendment they provided for your review, and the public notice regarding their budget hearing.

North Carolina Association of County Commissioners

The NCACC has started accepting legislative goals. Please send Angie, Julie or I any potential legislative initiatives you would like to have included on our submission of legislative issues we would like the General Assembly to address next year. This submission is due in September. If you would like to contact the NCACC about their legislative goals process, they have provided this email address: legislativegoals@ncacc.org. The NCACC is also seeking nominations for the Legislative Goals Committee, which reviews the recommendations of the NCACC Steering Committees.

Flexibility and Retention

We continue to consider how to best combat turnover and recruitment challenges with our staff. While I will be proposing pay adjustments in our upcoming budget, we are also looking at solutions that do not have additional operational costs. One complaint we have heard from current and former employees is that our jobs tend to have a lack of flexibility in setting work schedules. While some departments cannot offer flexibility due to the nature of the service, others can. With the current labor market environment and to better address the escalating expense of fuel for our employees, we would like to authorize Department Heads to provide a more flexible work schedule to employees who qualify under specific discipline, accountability and tenure standards. One key component of this schedule flexibility will be that it cannot decrease our service to the public in any way, and if possible, it should increase our customer service and/or service hours. For example, some departments may allow staff members to work four 10-hour days to save them one day of fuel consumption, but on alternating days (or staggered times), so the actual hours of service may increase and the department will still remain open five days a week. We will also specify that there can be no negative economic impact. For example, if 10-hour work schedules increase the hours the tax office can be open, it must still remain within the security hours established for the Government Center and not result in an increase of overtime for the security deputy. We experimented with flexible scheduling and very limited, controlled work-from-home options during the pandemic, and intend to develop current options slowly and carefully. DSS just completed a limited pilot program for flexible work scheduling that has been very successful, and we have learned from that process. Our goal is to have the best, most enthusiastic staff and to deliver outstanding service to our citizens. Please let me know if you hear of any significant issues from more flexible scheduling or if you have any questions.

NC Division of Motor Vehicles Driver License Offices

Please see below for an announcement about our Jacksonville Driver License Office expanding hours.

Have a wonderful afternoon, and please let me know if you need anything!

Sincerely,

Sharon

Sharon Griffin
County Manager

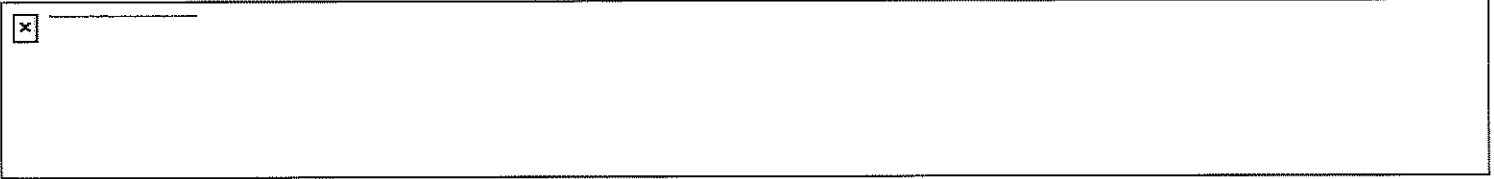


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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Monday, May 16, 2022 12:14 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: FW: Saturday Service Hours Begin May 21 at 16 Driver License Offices

From: NCDOT News <mrhoman@ncdot.gov>
Sent: Monday, May 16, 2022 12:09 PM
Subject: Saturday Service Hours Begin May 21 at 16 Driver License Offices



News Release

For Immediate Release

date: May 16, 2022
contact: Marty Homan
mrhoman@ncdot.gov
(919) 707-2665

Saturday Service Hours Begin May 21 at 16 Driver License Offices

ROCKY MOUNT – The N.C. Division of Motor Vehicles will add Saturday hours at 16 driver license offices starting May 21 as the agency prepares for the busy summer season.

Services will be provided on Saturdays from 8 a.m.-noon at the following driver license offices:

- **Asheville**, 1624 Patton Ave.
- **Charlotte**, 9711 David Taylor Dr.
- **Charlotte**, 201 W. Arrowood Rd., Suite H
- **Durham**, 3825 S. Roxboro St., Suite 119 (Hope Valley Commons)
- **Fayetteville**, 831 Elm St. (Eutaw Village)
- **Greensboro**, 2527 E. Market St.
- **Greensboro**, 2391 Coliseum Blvd.
- **Greenville**, 4651 N. Creek Dr.
- **Hudson**, 309 Pine Mountain Rd.
- **Huntersville**, 12101 Mount Holly-Huntersville Rd.
- **Jacksonville**, 299 Wilmington Hwy.
- **Monroe**, 3122 U.S. Hwy. 74 W.
- **Morganton**, 115 Government Dr.
- **Raleigh**, 2431 Spring Forest Rd., Suite 101 (Spring Forest Pavilion)
- **Wilmington**, 2390 Carolina Beach Rd., Suite 104 (South Square Plaza)
- **Winston-Salem**, 2001 Silas Creek Pkwy.

Saturday hours are intended for express services for walk-in customers only and will be in place through Aug. 27. Services that will be offered during the Saturday hours include driver license or ID card renewals, duplicate orders, address changes, REAL ID issuances, and road tests for customers that have already completed the knowledge and written tests.

Tips if heading to a NCDMV office

Anyone considering a visit to the DMV should check to determine if they can complete their business online. NCDMV offers online access for many services, including driver license renewals, ordering duplicate licenses and ID cards, and applying for voter registration.

NCDMV encourages online appointment scheduling for weekday visits to driver license offices. People can make an online appointment 90 days in advance.

*****NCDOT*****

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1503 Mail Service Center, Raleigh, NC 27699 | (919) 707-2660

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North Carolina Dept of Transportation, 1503 Mail Service Ctr, Raleigh, NC 27699 United States

Jason_Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:26 PM
To: Jason Jones <jason_jones@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Can you two please join me at this meeting?

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County Manager



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Second floor

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Most Respectfully,

Randle W. Ramsey, DO
Orthopedic Surgeon
910-358-4914

From: Sharon Griffin
Sent: Thursday, May 26, 2022 8:24 AM
To: Sheri Slater
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Sharon Griffin
County Manager



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To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: RE: Concerns regarding Onslow Memorial Hospital and EMS

I will be there.

I spoke to Dr Spencer, their CMO, who has been the leader of these conversations with myself. He was just made aware of this meeting today and it was scheduled outside of OMH leadership, so he is acting on his own accord and in a way against the recommendation of their leadership who supported the plan we created last month to move forward as a group.

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason.Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

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County Manager



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With very limited exceptions, emails to and from the County Manager's office are open public records under North Carolina law. This means these emails are not protected or secured from access from persons who are not part of this communication, and may be viewed or copied by others.

From: Julie Wand <Julie_Wand@onslowcountync.gov>

Sent: Wednesday, May 25, 2022 4:01 PM

To: Walter Scott <Walter_Scott@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>

Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Friday, May 27th at 1:30PM

Dr. Will Ramsey's Office

Carolinas Center for Surgery - Jacksonville

2145 Country Club Road, NC 28546

Second floor

From: Will Ramsey <rwortho@gmail.com>

Sent: Wednesday, May 18, 2022 3:51 AM

To: BOC - All Commissioners <BOC@onslowcountync.gov>

Subject: Concerns regarding Onslow Memorial Hospital and EMS

Dear Board Members,

I have been working on a challenge that the hospital has been facing regarding EMS transport patterns between Naval Hospital and Onslow Memorial Hospital. There is a conflict between the county EMS Operations and the Onslow Hospital that I would like to bring to your attention. I think that you might be interested in how this affects the community of Onslow County and how it negatively affects patient care.

I am interested in speaking with you in person to further clarify and get your feedback on future directions. I would be happy to make time to meet individually or as a group. Please feel free to call if you have any questions.

Most Respectfully,

Randle W. Ramsey, DO

Orthopedic Surgeon

910-358-4914

From: Sharon Griffin
Sent: Wednesday, May 25, 2022 4:26 PM
To: Jason Jones;Norman Bryson
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Can you two please join me at this meeting?

Sharon Griffin
County Manager



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I am interested in speaking with you in person to further clarify and get your feedback on future directions. I would be happy to make time to meet individually or as a group. Please feel free to call if you have any questions.

Most Respectfully,

Randle W. Ramsey, DO
Orthopedic Surgeon
910-358-4914

From: Sharon Griffin
Sent: Wednesday, May 25, 2022 7:10 AM
To: BOC - All Commissioners
Cc: Admin - Managers;Admin - Staff
Subject: Emergency Services Response Time and Pay

Good morning Chairman Bright and Commissioners,

I hope you are doing well. I understand from the significant amount of communications I am receiving this morning that someone posted on Facebook about the pay, staffing and response time challenges we have been discussing with Emergency Services. I also understand that multiple emails have been received by Commissioners.

As for the post, I do not know about individual medical cases, but it is true that nearby communities have increased paramedic pay between 20-40% in the last few months, but the larger increases are toward the middle of the state or in medical facilities. Within our organization, we continue to have hiring and retention problems due to pay in all departments, of course, including DSS, Health, IT, Detention and all of Emergency Services, and we need to be careful to address the EMS issue without creating more issues in other important functions. Treating all groups fairly is usually more helpful for morale, but I will admit the economic circumstances we are dealing with now are unusual. I wanted to arm you with the information below because I know you will be asked:

To provide a pay adjustment in addition to the 8% adjustment requested in the printed budget just for Emergency Services, the following additional funds would be required:

For each 1% above the 8%- 92K
For an additional 5%- 457K
For an additional 10% - 915K

These numbers vary a little if vacant positions and non-clinical roles are excluded, but this gives you an idea of the cost. Regardless of what we budget, we only pay for those positions we have filled, of course. We could also manually adjust pay scales for only EMT and paramedic positions for 500k to 600k (to average 10%), but this would exclude fire medics and others working in Emergency Services who have retained paramedic certifications to fill in regularly when needed.

This is a difficult situation to be in, and there are no easy answers. As always, I will proceed however the Board wishes to go on this.

One of you asked me yesterday about the value of one penny of property tax revenue, as well. It is \$1.9 million.

Thank you and have a good morning.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Sharon Griffin
Sent: Wednesday, May 25, 2022 6:22 AM
To: Benjamin Warren;Sheri Slater;Norman Bryson;Janelle Golloway
Subject: Fwd: Concerned Citizen Regarding EMS Pay and Staffing

Sharon Griffin
Onslow County Manager

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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 5:58:15 AM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Concerned Citizen Regarding EMS Pay and Staffing

All BOC received email.,

Julie S. Wand
Clerk to the Board

Onslow County Government
234 NW Corridor Boulevard
Jacksonville, North Carolina 28540
Ph: 910.347.4717

Sent from iPad

From: kelseyopel <kelseyopel@protonmail.com>
Sent: Tuesday, May 24, 2022 9:09:21 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Concerned Citizen Regarding EMS Pay and Staffing

Hello,

I am a concerned citizen reaching out regarding our current EMS staffing and response times.

I understand we currently have the positions available, but we are unable to staff them due to minimal pay increases compared to neighboring counties.

I am a businesswoman, I have an MBA, and I understand how taxes and economics work. Additionally, I am a homeowner and tax payer of Onslow County. I also understand, as a military spouse and mother, how fragile a human life is and how vital effective EMS are to the success and safety of a county.

I urge you to reconsider budgets and evaluate the necessity of properly paid EMS staff. If I can volunteer my time to be of any help, I'm happy to do so.

I am looking forward to your response.

Very Respectfully,
Kelsey Opel

Sent from ProtonMail for iOS

From: Sharon Griffin
Sent: Wednesday, May 25, 2022 6:19 AM
To: Norman Bryson; Benjamin Warren; Sheri Slater; Janelle Golloway
Subject: Fwd: Emergency Services

Sharon Griffin
Onslow County Manager

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Tuesday, May 24, 2022 10:09:33 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Emergency Services

Fyi

Get [Outlook for iOS](#)

From: Julia Barker <knjbarker@outlook.com>
Sent: Tuesday, May 24, 2022 10:03:58 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Emergency Services

To whom it may concern,

There are people that are hurting, possibly dying RIGHT NOW in your county, and you've done absolutely nothing to help them.

Creating more "staffing positions" doesn't do anything when you offer absolutely bottom of the barrel pay and benefits. Your Paramedics and EMTs are drowning, and you've done nothing. Almost all surrounding counties have increased pay, or added additional trucks to help with the work load.

I urge every single one of you to do a ride along for a day with Onslow County EMS, so you may fully understand how intense this line of work is.

Emergency Services MUST NOT be treated as a luxury, it is a service provided by any humane society for its citizens. The fact that you have people suffering at your hands because you refuse to pay well enough to retain staff is despicable.

Make a move, or you'll keep losing employees until there is noone left to staff trucks, and then what? How will you explain to the people that elected you that you failed them? That their aunt who had an allergic reaction died because no ambulance was available to respond? How would you feel if it's your neighbor, or your own family member?

Changes must be made. Quickly.

With no regards,

A concerned citizen.

From: Sharon Griffin
Sent: Tuesday, May 24, 2022 8:28 AM
To: Brett DeSelms
Cc: BOC - All Commissioners;Admin - Managers;Admin - Staff
Subject: Fwd: Budget Books and Salary Data
Attachments: CCCC 22-23 Budget Proposal (002).pdf

Good morning Brett,

A Commissioner has asked for a copy of the statutes that provide that counties are to fund community colleges. My understanding of the law is that we are not required by the North Carolina Constitution to fund community colleges, like we are required to fund public K-12 schools, but we are to provide an unspecified amount to community colleges by statute. In addition, community colleges cannot sue us for failure to provide the level of funding they want in the same way public schools can. We do not have a funding formula with the community college, but we fund them each year to enable them to receive state funding. Can you please send the Commissioners the statute and verify if my understanding of our funding responsibility is correct?

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Thursday, May 19, 2022 2:53:00 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: Budget Books and Salary Data

Good afternoon Chairman Bright and Commissioners,

I hope you are having a good day so far. The Budget Books are almost complete and will be distributed to you Monday, May 23rd as promised. We are editing today and tomorrow as time allows and making corrections as needed.

As we have discussed, employee pay has become more of an issue than we anticipated during the workshops. As you know, we are experiencing the highest inflation in 40 years, and many of our employees are struggling to pay for childcare, gas and housing. Around us, every local government and our private employers seem to be making larger market adjustments than we have ever seen. We have become much less competitive in the job market. I previously shared local paramedic and EMT pay from Naval Hospital and other medical facilities that are making this worse, and we understand that Jacksonville City Council is also discussing significant pay adjustments.

To work to retain our workforce and avoid the significant costs of turnover, the balanced budget proposal in the Budget Book you will receive Monday includes total of an 8% (4% COLA and 4% market adjustment) increase for all employees, and funds to increase the 29 employees would still earn less than \$15/hour up to \$15/hour with adjustments. As instructed by the majority of this Board, the proposed budget also includes an additional 2% increase for Detention Officers (for a total of 10% just for them).

I have been asked by Commissioners about providing an additional pay raise for EMS and about providing the same pay raise to all employees, so I wanted to include those numbers for you. If the majority of the Board wanted to amend the proposed Budget on June 6th to provide an additional 2% increase (10% total) to Emergency Services employees as well, it would cost an additional \$182K, or raising just the EMS Division from 8% to 10% would cost \$120K more. Raising all employees by 10% would cost about \$1.38 million more than raising their pay by 8%. This could be done but would require a little more Fund Balance to be used to balance the budget. We may not actually use the Fund Balance used to balance the budget due to the amount of lapsed salaries. As I sent to you last week, we have a very healthy Fund Balance.

Please see the data below we have pulled together from other local governments that have approved pay adjustments for the upcoming budget year:

Employer	Increase or Pay Level
Pender County	5% COLA + 3% merit raise
New Hanover County	8.60% increase in pay overall; 12% for first responders, increase pay plan by 6.86%
Wilmington	Increased sworn police and uniformed fire by 15%; Hourly employees 10% and Exempt/Salaried Employees 7.5%; Average increase: 9.5%
Duplin County	Adopted new pay scale: Basic EMT starts at \$20/hr (ours is \$15.14) All employees receiving .5% increase for every year they have been employed.
Brunswick County	New pay range policy or 7% COLA, whichever is higher (\$9.78 million); Pay range for EMTs is \$18.39 to \$31.69 hourly
Durham County	Proposed budget has employee compensation plan with salary adjustments throughout the organization totaling \$11.88 million
Greenville NC	Raised hiring salary for first responders and all employees (paramedics starting salary is now \$47K); Raised all other employees 4% COLA plus 2.7% adjustment

Community College Question

A Commissioner has also asked me about the level of funding for the Community College in the proposed budget. Mr. Heatherly lowered his request slightly this year over last year, and asked that the Board consider allowing him to keep the carryover finds this summer (which will be brought in a separate agenda item). Please see the budget submission

attached, which is included in the proposed budget you will receive Monday. Brett also prepared the following to help explain our responsibility for funding the Community College. While CCCC cannot sue the County in the same way OCS can, CCCC can lose State funding if we do not provide a certain amount of County funding:

The state and the counties served by a community college share the duty of paying for the college. The state pays for salaries and other costs of administration, instructional services, and support services. The state also pays for furniture, equipment, and library books, and when appropriations are made by the General Assembly, provides matching funds (to be paired with local funds) to buy land and to construct buildings (collectively called the plant fund). The counties in the administrative area of a community college, pursuant to G.S. 115D-32, provide the appropriations that permit a college to do the following:

- Acquire land
- Erect and alter buildings
- Maintain buildings and grounds
- Purchase and maintain vehicles
- Acquire and maintain equipment necessary for the upkeep of buildings and grounds
- Purchase furniture and equipment for administrative and instructional purposes not provided by state funds
- Pay the salaries of custodians and maintenance workers
- Pay for fuel, water, power, and telephones
- Rent land and buildings
- Pay for insurance for buildings and their contents, motor vehicles, workers' compensation for employees paid by county funds, and other necessary insurance
- Pay tort claims resulting from employee negligence
- Pay the cost of bonding employees for the protection of local funds and property
- Pay legal fees in connection with local administration and operation of the college

The State Board of Community Colleges may withdraw or withhold State financial and administrative support if the required local financial support is not provided. See G.S. 115D-6. I have also attached 115D-33 that discusses the ways in which a county can raise funds to meet its financial obligations.

Thank you so much, and have a wonderful evening.

Sharon

Sharon Griffin
County Manager



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From: Sharon Griffin
Sent: Thursday, June 2, 2022 7:51 AM
To: Benjamin Warren; Sheri Slater
Subject: Fwd: Concerned Employee and Citizen

Sharon Griffin
Onslow County Manager

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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:35:54 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Concerned Employee and Citizen

Forwarding all boc received email.

Julie S. Wand
Clerk to the Board

Onslow County Government
234 NW Corridor Boulevard
Jacksonville, North Carolina 28540
Ph: 910.347.4717

Sent from iPad

From: Emilio Ruiz <Emilio_Ruiz@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:26:07 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>
Subject: Concerned Employee and Citizen

Dear Onslow County Commissioners,

My name is Emilio Ruiz and I am writing to you today not only as a concerned Onslow County Paramedic but also as a concerned citizen. It is no secret that our current EMS system is broken. To date we have responded to more than ten thousand 911 calls, that is almost half of what our system responded to in 2021 and we have yet to hit the half way point for this calendar year. OCEMS has responded to more than eight thousand 911 calls for the first quarter of 2022. Comparing the amount of 911 calls to the first quarter of 2021, our call volume has increased by approximately three thousand calls in the first quarter of 2022. Our normal system operations is to have a total of 8-10 ALS units and 1-2 BLS units on the road. On average for this calendar year we have staffed 3-6 ALS units and 1-2 BLS units per shift. This staffing deficit has been an issue for more than the past year. When I started two and a half years ago I responded to an average of 4-6 calls a day compared to the 8-12 calls to date. When I first obtained my BLS certification, OCEMS was the best system to work for in the surrounding area. OCEMS was known for having top tier paramedics and a higher call

volume with progressive protocols compared to other surrounding agencies. Today that is no longer the case. Yes, we are running more calls, however surrounding systems now have current protocols that are almost a mirror image of ours, and with higher pay these systems are now becoming better staffed. These same systems are also offering higher paid compensation for paramedics compared to what OCEMS is currently offering, to include the pay raise with 2022-2023 Onslow County Budget Proposal Book. The ability to run a fraction of the calls, higher compensation, with similar protocols, Onslow County does not have much to offer currently employed Paramedics or potential future Paramedics.

The issue of not being adequately staffed is not being properly observed by County Officials. I specifically remember working over time because the shift on duty only had 3 or 4 trucks staffed for the entire shift. In that 12 hour shift, me and my partner responded to more than 12 calls. I specifically remember responding to a call, that day, with a chief complaint of chest pain. This individual had an extensive cardiac history and their 911 call sitting in pending for an extended period of time. When we finally arrived on-scene, my partner and I were immediately berated by the caller's family asking why they had to wait more than 45 minutes for an ambulance when their loved one could be having a heart attack. This is completely and utterly unacceptable.

Further more, if the issue of compensation to remain competitive with surrounding agencies is not properly and immediately addressed, we will continue to lose good, experienced employees to these surrounding agencies. Simply put, we have already lost smart, talented, hard working, and most importantly experienced Paramedics to other agencies and other career fields all together.

The work that me and my colleagues do from day to day is detrimental to the health of every single Onslow County citizen. In our field, responding to a 911 call that has been pending for 20 or more minutes could mean the difference between our patients making a full recovery or requiring specialized care for the rest of their lives, or even worse, the difference between life and death. We, as EMS personnel, dedicate our lives to caring for our patients and performing life saving interventions and treatments so that our patients can return home to their families. The amount of burn out that we are experiencing is not only detrimental to the well being of our patients but also the well being of ourselves as human beings. We are so exhausted at the end of our shifts, that more often are longer than the advertised 12 hours, that we are struggling to take care of ourselves. On a normal day, when a patient's life is lost, we endlessly rack our brains asking "what if I got there sooner?" Or "what could I have done differently so this person could've lived?" That guilt doesn't go away just because we clock out, it is often guilt that we carry home and live with from day to day. Now adding on the pressure of knowing several calls are waiting in pending, to us this translates to several people calling and pleading for help and we are unable to help them. We are the ones that have to inform family that their loved one is in critical condition or even worse, dead. We are the ones that have to face infuriated family members and tell them we couldn't get here any sooner because we simply do not have enough trucks available. I encourage any of you to join us on one of these interactions to see and feel the glimpse of what Emergency Medical Providers experience. We dedicate our lives to helping others, now it is your time to help us! Now is your time to answer our 911 call for help!

Sincerely,
Emilio Ruiz, EMT-P

From: Sharon Griffin
Sent: Wednesday, June 1, 2022 9:24 PM
To: Walter Scott;Julie Wand
Subject: Re: Concerned Employee and Citizen

Thank you, Commissioner Scott.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Walter Scott <Walter_Scott@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:54:33 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Julie Wand <Julie_Wand@onslowcountync.gov>
Subject: Fwd: Concerned Employee and Citizen

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Emilio Ruiz <Emilio_Ruiz@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:26:07 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>
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Sincerely,
Emilio Ruiz, EMT-P

From: Sharon Griffin
Sent: Tuesday, May 31, 2022 5:07 PM
To: BOC - All Commissioners
Cc: Admin - Managers;Admin - Staff;Katelyn White;Norman Bryson
Subject: UPDATE: EMS and Fees Question

Good afternoon Chairman Bright and Commissioners,

I hope you all had a wonderful weekend, and that your day is going well. Please see the email immediately below from Katie White, who is answering a Commissioner question about changes to the fee schedule. In addition, I have included EMS information below for your review from Norman Bryson, Emergency Services Director.

Emergency Medical Services

In response to the recent social media posts and some misinformation, I asked Norman to provide additional data. He has collected, verified and provided the information below for your review:

EMS Pay

Up until March 21st (72 days ago), Onslow County had been one of the highest paying EMS systems in the region for starting pay. In March, Wake County raised their starting pay for EMS employees which caused a ripple effect throughout the area and State. Below is a sample of starting pay for Paramedic positions in our region (data received by contacting agencies):

Agency	Per hour	Hours per shift
Wake County	\$28.13	12
Johnston County	\$28.00	24
Brunswick County	\$23.47	12
Emerald Isle Fire	\$23.28	24
Greenville Fire	\$22.60	24
Pender Fire & EMS	\$21.90	24
Duplin County	\$19.41	24
Onslow County	\$19.16	12

specific data

The top two agencies, Wake and Johnston, have caused the largest uproar regarding levels of pay. From a department standpoint, we have not considered Johnston or Wake counties as our main competitors. Their status as competitors may change and we are monitoring to see if there are effects. However,

even though our starting pay is below several agencies in the area, we are still receiving applications for employment.

Staffing

EMS is operating and has been operating understaffed for close to a year. Below are the current number of vacancies in EMS:

• Paramedic	(Full Time)- 6	Paramedic	(Part Time)- 11
• EMT A or B	(Full Time)- 2	EMT A or B	(Part Time)- 2
• Paramedic FTO	(Full Time)- 1		
• <u>Community Medic</u>	(Full Time)- 1		
Totals	(Full Time)- 10		(Part Time)- 13

Of the above part time Paramedic positions, six are on hold. Those six have been recommended to be transitioned into one full time Paramedic position in the FY 2022-23 budget.

In the last two months we have hired two Paramedics and seven EMTs. We also have two Paramedic Trainees that have been promoted to Paramedics. In the last week, we have completed interviews on four Paramedic candidates that are moving to the testing phase. We also have six candidates for part-time Paramedics that are being scheduled for interviews. Human Resources keeps the post for EMS personnel constantly running. Once we fill more of the Paramedic and EMT positions we will look to fill the Community Medic and FTO positions. Generally, Community Medic and FTO comes from internal staff. If we promoted now, it would create more vacancies. Filling openings with the current applicants, will leave six full-time positions (all full-time positions combined including Community Medic and FTO) and two part-time positions vacant.

An additional item that affects our staffing is workplace injuries. Currently, there are seven Paramedics that are either on light duty or out of work due to injuries. One of these employees has been on workers' compensation light duty for over a year. This number of staff out due to injuries equates to one ambulance being shut down every day.

In the last three months we have had seven resignations of employees. These employees left for the following reasons:

- 2-moving out of state (1 Paramedic Captain, 1 Paramedic)
- 1- had baby; wanted to stay home (part-time Paramedic)
- 1- other job than EMS (Paramedic)
- 3- listed pay (3 Paramedics)

Long Response Times

We have reviewed response data pulled from the County's E911 Computer Aided Dispatch (CAD) system from March 1st until May 30th. During this time there have been 6,018 EMS calls. For those three months we have 48 calls that have a 45-minute response time or longer (reviewing 45 minutes because that has been referenced to in emails). Of these 48 calls only six were coded by the E911 Center as critical calls (Echo, Delta, and Charlie level calls). Three of the calls are not considered long response times by EMS. Fire or LEO agencies were on the calls first and then called for EMS after arriving. The CAD calculated those times from the initial E911 call, and EMS was identified as not needed by the caller. When the LEO or fire crew arrived on scene, they determined EMS needed to respond. The other three calls are medical calls and were provide to other EMS agencies (Camp Lejeune, Pender, or Duplin) and no arrival time was captured by E911. The other 42 calls were classified as Alpha level responses (lowest level). Most of these calls are classified as nonemergent sick calls based on the information the caller provided to 911. Two of the sick calls were later classified as a higher-level call after EMS arrived on scene. We have reviewed these calls to see if there are any other actions that could have been taken to change the

response status of these calls. The determination is that the E911 Center is following their protocols and asking the appropriate questions. Our determination for classifying these calls is based on the information the callers provide. We will continue to monitor these calls to see if there are any modifications are needed.

Employee Burnout

Increased call volume, staffing shortages, and higher number of severe calls has increased the level of stress on our EMS employees. Operations before COVID-19 were 11 ambulances during the day and 7 at night. Currently, we are averaging 5.7 ambulances during the day and 5 at night. Most shifts are running with little to no rest time or lunch breaks. EMS operational staff is working on addressing the number of units operating during shifts. To combat the lower number of units on the road, EMS is reviewing a new schedule for when units will operate so that we provide more units operating during peak call times. During COVID-19, EMS stopped having mid-day ambulances operating and transitioned to daytime units and nighttime units. By changing the schedule of operations back to the pre-covid schedule, we believe we will be able to provide more units during peak call times which will help to decrease stress on employees and reduce response times.

Since the start of COVID-19, our call volume has increased by 2,672 calls per year. Covid has attributed to a decline in our number of EMS employees, and this is a statewide trend. Short staffing will cause frustration in personnel. When the regional EMS agencies raised their pay, this caused the frustration of EMS employees to reach a boiling point. However, the specific call information was greatly exaggerated and is not accurate. On a department level, we are working to increase the staffing levels of our employees which should in turn decrease stress and reduce response times. We will continue to evaluate and make changes as necessary to improve our current conditions. If there is any additional information that you need, please let me know.

Please let me know if I can answer additional questions, and have a wonderful evening.

Sincerely,

Sharon

Sharon Griffin
County Manager



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From: Katelyn White <Katelyn_White@onslowcountync.gov>

Sent: Tuesday, May 31, 2022 3:12 PM

To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>

Cc: Benjamin Warren <Benjamin_Warren@onslowcountync.gov>

Subject: RE: Fees Question

Good Afternoon Sharon,

Thanks for reaching out! I will be happy to provide more clarification to your request. The proposed \$150 rate is to reserve 1 athletic field for 1 day (up to 12 hours), this is a \$50 increase from last year. The proposed \$300 fee is to reserve the Athletic Complex (up to 3 fields) for up to 12 hours, our thinking was that this would be equivalent to renting 3 fields at \$100/field (which was our approved fee last year). These reservations are few and far between due to our current athletic programs having priority use over the fields. Our justification for the proposed increases included research from other municipalities, as well as factoring in the staff time & resources (equipment, gas, wear and tear on bases) used to drag and set up the field and clean up the facilities after the rental.

Most full day rentals are used for running tournaments/generating profits. We still have the option of the *proposed* \$25/hour field rental rate for churches and other organizations who would like to rent the field for a shorter amount of time. I've provided some comparable data below, that also assisted us in the justification.

Organization	Athletic Field Cost per hour	Athletic Field Cost per day
Town of Swansboro	\$20/hour – Resident	
	\$30/hour – Non - Resident	
Pender County	\$20/hour	
Henderson County	\$25/hour	
City of New Bern	\$20/hour – Resident	\$350/day Tournament
	\$30/hour – Non - Resident	
Carteret County	\$50/hour	
City of Wilmington		\$150/day
Gaston County		\$150/day
Sampson County		\$150/field per day
		\$450/complex per day

Please let me know if is the information you were looking for.

Katie White, CPRP

Parks & Recreation Director

1244 Onslow Pines Road, Jacksonville, NC 28540

910-347-5332 (phone)

910-347-4492 (fax)



From: Sharon Griffin
Sent: Sunday, May 29, 2022 10:03 AM
To: Paul Buchanan
Subject: Re: Questions

Yes, Commissioner Buchanan, I agree. I hope you are having a wonderful camping weekend away!

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Paul Buchanan <Paul_Buchanan@onslowcountync.gov>
Sent: Sunday, May 29, 2022 9:58:58 AM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Re: Questions

Thank you

The misinformation by individuals is a shame to the citizens of Onslow County.

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Saturday, May 28, 2022 9:40:19 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Norman Bryson <Norman_Bryson@onslowcountync.gov>; Jason Jones <jason_jones@onslowcountync.gov>; Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: Fwd: Questions

Good evening Chairman Bright and Commissioners,

I hope you are doing well. I just realized that all of you received this email below. I wanted to let you know that the statements in the posts that are referenced in the email have been overdramatized and exaggerated. I am sorry all of you are continuing to receive these emails. We do not know for certain who is doing all of the posts, or even if they are currently employed with us.

The referenced statements are not factual, and we will have additional, true information for the Board Tuesday. Our EMS and 911 team are pulling together the actual numbers and additional information. We have had too many vacancies lately and neighboring counties have raised their pay, as I have previously discussed with the Board, but in the past month, we have successfully hired 11 new employees in EMS. We have been working diligently to address the challenges that are present. The much larger salaries referenced below are in places closer to Wake County or New Hanover County where the cost of living is also higher, or in hospital settings.

I apologize that you continue to receive this type of email, and I hope you can have a peaceful Memorial Day weekend.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>

Sent: Saturday, May 28, 2022 7:32:09 PM

To: Jack Bright <Jack_Bright@onslowcountync.gov>

Subject: Questions

Mr. Bright,

Are these statements true:

Onslow County EMS is running at half staffing nearly every day, all shifts?

EMS personnel are working up to 14 hours a day due to low staffing?

Surrounding communities pay their EMS staff up to 46% more than what Onslow County pays EMS staff? 46% more?

It can take up to 47 minutes for EMS to respond due to low staffing and they are having to call on EMS in other counties?

There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,

Teresa Ryan

From: Sharon Griffin
Sent: Saturday, May 28, 2022 9:59 PM
To: Jack Bright
Subject: Re: Questions

Thank you, Chairman Bright. That was a fantastic response!

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Saturday, May 28, 2022 9:54:03 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Questions

This was my response to this email.
Jack

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Saturday, May 28, 2022 8:10:50 PM
To: Dennis and Terry Ryan <ryan5024@hotmail.com>
Subject: Re: Questions

Thank you for the email and concern. Its true we are short handed and the pay is very competitive with other counties. I'm not sure the information you were asking about is accurate. Our county manager is working very hard to make pay adjustments in this 2022-2023 budget. We are scheduled to vote on this after a public hearing June 6, 2022. I believe our EMS and all of our county employees will be very satisfied with this proposed pay scale adjustment. As a note we approved in last years budget a 8% pay raise and a \$1,000.00 bonus for every employee because we value the work they have done. Its not easy being a first responder because I was one myself for 30 years. Its not a get rich profession, most do it for the love of helping their fellow citizen.
Regards Jack

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>
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Subject: Questions

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There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,

Teresa Ryan

From: Sharon Griffin
Sent: Saturday, May 28, 2022 9:40 PM
To: BOC - All Commissioners
Cc: Norman Bryson; Jason Jones; Admin - Managers; Admin - Staff
Subject: Fwd: Questions

Good evening Chairman Bright and Commissioners,

I hope you are doing well. I just realized that all of you received this email below. I wanted to let you know that the statements in the posts that are referenced in the email have been overdramatized and exaggerated. I am sorry all of you are continuing to receive these emails. We do not know for certain who is doing all of the posts, or even if they are currently employed with us.

The referenced statements are not factual, and we will have additional, true information for the Board Tuesday. Our EMS and 911 team are pulling together the actual numbers and additional information. We have had too many vacancies lately and neighboring counties have raised their pay, as I have previously discussed with the Board, but in the past month, we have successfully hired 11 new employees in EMS. We have been working diligently to address the challenges that are present. The much larger salaries referenced below are in places closer to Wake County or New Hanover County where the cost of living is also higher, or in hospital settings.

I apologize that you continue to receive this type of email, and I hope you can have a peaceful Memorial Day weekend.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>
Sent: Saturday, May 28, 2022 7:32:09 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>
Subject: Questions

Mr. Bright,

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- There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,
Teresa Ryan

From: Sharon Griffin
Sent: Saturday, May 28, 2022 9:23 PM
To: Jack Bright;Norman Bryson;Jason Jones
Subject: Re: Questions

Good evening Chairman Bright ,

These are not true, and we will have additional facts for the Board Tuesday. Our EMS and 911 team are pulling together the actual numbers and factual data. We have had too many vacancies lately, as I have previously discussed with the Board, but the posts have greatly exaggerated the problem. The larger salaries are in places closer to Wake County where the cost of living is higher, or in hospital settings. I apologize that you continue to receive this type of email, and I wish I was able to prevent this from continuing.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Saturday, May 28, 2022 7:46:27 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Fwd: Questions

FYI , I hope this information is not accurate. Our citizens deserve accurate facts and information, emails and social media post like this makes our citizens panic for no reason. Its similar to yelling fire in a crowded theater . I support free speech but sometimes it goes to far.

Jack

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From: Dennis and Terry Ryan <ryan5024@hotmail.com>
Sent: Saturday, May 28, 2022 7:32:09 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>
Subject: Questions

Mr. Bright,

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Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,

Teresa Ryan

From: Sharon Griffin
Sent: Thursday, May 26, 2022 8:16 PM
To: Jason Jones;Norman Bryson
Subject: Re: Problem with EMS

Sharon Griffin
Onslow County Manager

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Thursday, May 26, 2022 8:15:10 PM
To: Jason Jones <jason_jones@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Fwd: Problem with EMS

Sharon Griffin
Onslow County Manager

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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Thursday, May 26, 2022 8:05:44 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: Fwd: Problem with EMS

All Boc received this email. Julie

Julie S. Wand
Clerk to the Board

Onslow County Government
234 NW Corridor Boulevard
Jacksonville, North Carolina 28540
Ph: 910.347.4717

Sent from iPad

From: Mitchell Humphrey <ffmitch@hotmail.com>
Sent: Thursday, May 26, 2022 6:42:35 PM
To: Paul Buchanan <Paul_Buchanan@onslowcountync.gov>
Subject: Problem with EMS

Dear commissioner,

I'm writing you to make you aware of a dire problem within Onslow Co. I work for a neighboring EMS agency and see the problem first hand. We used to receive 4-5 calls a year for assistance to Onslow Co for a medical emergencies but now (past 15 months) receive calls daily. EVERY Day, there are people that call 911 in Onslow Co that are put on a waiting list due to no ambulance available. There was once 8 to 11 Advance Life Support units on the road, but now 4 to 6 on any given day. This is taxing not only Onslow Co but everyone else around to a breaking point. I encourage you to inquire on how often citizens call 911 and wait more than 12 minutes for an ambulance this past year compared to previous years, and how often there is no one at all available to respond.

Thank you in advance for looking into this serious issue,
Concerned EMS worrker

Sent from my Verizon, Samsung Galaxy smartphone

From: Sharon Griffin
Sent: Thursday, May 26, 2022 8:15 PM
To: Jason Jones;Norman Bryson
Subject: Fwd: Problem with EMS

Sharon Griffin
Onslow County Manager

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Subject: Fwd: Problem with EMS

All Boc received this email. Julie

Julie S. Wand
Clerk to the Board

Onslow County Government
234 NW Corridor Boulevard
Jacksonville, North Carolina 28540
Ph: 910.347.4717

Sent from iPad

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Thank you in advance for looking into this serious issue,
Concerned EMS worrker

Sent from my Verizon, Samsung Galaxy smartphone

From: Sharon Griffin
Sent: Thursday, May 26, 2022 2:36 PM
To: All Users
Subject: EMPLOYEE Update
Attachments: SUMMER READING - FLYER.pdf; SRP KICKOFF - FLYER.pdf

Good afternoon everyone,

I hope you are doing very well today and that you are having a great week.

LIBRARY SUMMER READING PROGRAM

The Library's 2022 Summer Reading program kicks off Wednesday, June 1st, and runs through Sunday, July 31st. This year's theme is Oceans of Possibilities. They have weekly programs for all ages with special guests from all over the county including Sturgeon City, NOAA, US Coast Guard, Hammock's Beach State Park, and others. Families and individuals can register for the program at ocpl.readsquared.com and log their reading for chances to win weekly prizes plus bonus points for attending programs! The Summer Reading Program kick-off will be Saturday, June 11th from 9AM – 11AM at Onslow Pines Park with community partners and organizations around the county. Please join them for dance parties, crafts, and activities! Please see attached flyers for more information.

HURRICANE SEASON

Hurricane Season begins June 1st. Please keep in mind that all County positions include the duty to serve on the Disaster Response Team as part of your job description. As a coastal County, this is simply part of who we are. Please be receptive and engaged if you are asked soon to join the effort to take care of our community when it is most needed. Please also take time now to make sure you have a plan for care of dependent children, other family members and pets in the event a major storm comes and you are needed at work.

PERSONNEL UPDATES

We are so pleased to welcome twelve talented new employees to our organization! Please reach out and give each one of these individuals a warm welcome:

Heriberto Matias, Housekeeper, AFM
Richard Hoffman, Asset & Facility Management Director, AFM
Krystal Ruth, Deputy, Sheriff's Office
Jason Sharpe, Deputy, Sheriff's Office
Jennifer Johnsen, Park Attendant, Parks & Recreation
Kyle Wellmer, Airport Police Officer, Airport
Victor Salazar, Airport Operations Specialist, Airport
Rustyn Whiting, Library Programs Assistant, Library
Britney Kohler, EMT-B, EMS
Bryan Brundza, EMT-B, EMS
Makayla Malpass, EMT-B, EMS
Sheila Herring, Paramedic, EMS

We also wish a fond farewell to the following former employees: Jennifer Soltowski, Matthew Bailey, Tanesha Speller, Stefani Crecelius, April Johnston, Priscilla Walushka, Laura French, Joshua Farmer, Kimberly May, and Lauren Frost.

SHOUT-OUTS

- Sarah Brown, Deputy Register of Deeds, received a shout-out from a citizen. The citizen shared, "I made an inquiry by phone seeking a copy of my marriage certificate from the 1980s. I was expecting a difficult time trying to locate it. I was blessed with being connected to Ms. Sarah Brown. She was extremely courteous and friendly. She immediately located my certificate and made inquiries if I needed a simple copy or if I needed it to be

certified. She was very professional throughout our conversation. When I told her I only needed a copy, she still took the time to explain the process if I later needed a Certified copy. She advised me it could be mailed to me or she could send it to me via email. I chose the email since I needed it quickly. I was pleasantly surprised when I received the email within a couple of minutes. It is all too often our Public Sector employees are singled out only for their mistakes. They also need to be commended for doing a great job." Thank you Sarah!

- Animal Services staff received a shout-out for their excellent work this past week preparing for and holding their first large-scale off-site adoption event since Covid-19 closed down most operations. Animal Control Staff as well as the veterinary team and shelter staff coordinated an event that resulted in twenty adoptions - all amidst a May heatwave. I cannot say enough how their dedication and work ethic has paid off (often in the face of adversity) in finding positive outcomes for our shelter animals." We appreciate you.
- Krystal Reid, Library Assistant, received a shout-out from a citizen. The citizen shared, "I am so fortunate to have enlisted the help of Krystal. She is very knowledgeable, friendly, and wastes no time in assisting. She made my visit to the Library a joyous one." We appreciate your excellent customer service, Krystal.

BUDGET

I would like to thank everyone again who has helped pull the fiscal year 22-23 Budget Book together. Our Budget Team, Department Heads and finance staff in individual departments, the administration staff, the Clerk to the Board, Human Resource Department, Tax Department, Communications, IT and everyone in the Finance Department all work together to produce the proposed budget documents. The proposed manager's Budget for fiscal year 22-23 is now complete and a copy is on our website. The Budget is not final until the Board of Commissioners considers and approves it, with any amendments they wish to make. I will do a presentation of the proposed Budget on June 6th at the Board of Commissioners meeting at 11 AM, and the Board may consider the Budget at that meeting or the second meeting in June.

MEMORIAL DAY

Most County offices will be closed Monday, May 30th, 2022, in observance of Memorial Day. We appreciate all of those employees who will not have the holiday weekend off and continue to work hard to keep our citizens safe and healthy. If you are able to be off, I hope you have a restful weekend and a wonderful, safe Memorial Day holiday. Thank you so much for all you do for Onslow County.

Have a wonderful evening!

Sincerely,

Sharon

Sharon Griffin
County Manager



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From: Sharon Griffin
Sent: Thursday, May 26, 2022 2:07 PM
To: Jack Bright; Norman Bryson
Subject: RE: please read-

Thank you so much!

Sharon

Sharon Griffin
County Manager



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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Thursday, May 26, 2022 2:00 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Fwd: please read-

FYI
Jack

Get [Outlook for iOS](#)

From: Angela Adams <Angela_Adams@onslowcountync.gov>
Sent: Thursday, May 26, 2022 1:08:23 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>; Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>
Subject: please read-

One day you will realize that the thing you poured your blood, sweat, and tears into, something you loved and protected fiercely, never really loved you back.

How many can say that they feel that strongly about their career? That they loved it so much, they lost themselves. Sacrificing their own lives, their own families, and their own mental and physical health to help their fellow human in a time of sickness and crisis.

Have you been so afraid to work, and catch a virus that was killing millions, that literally shut down the world, but you put on your boots anyway, crawled into an ambulance and prayed, that if you got Covid 19, you wouldn't pass it to your child, spouse, or parent? Terrified that every patient with a cough or snuffle could cost you your life. Especially when the personal protection equipment you had was dry-rotted and told to "burn through them", that was all we had? Putting on an N95, the world was saying was our only protection, to have the elastic crumple around your head as you were consoling a patient that was afraid of dying, because likely, they had Covid?

Helping people, saving lives, and giving hope on a minute by minute basis while your own family is struggling. It's hard to give hope when you have lost yours.

Your spouse furloughed and unemployed because the company he was working has stopped paying because of Covid. Secretly grateful that the world was shutting down and then taking on the responsibility of being your families only possible exposure, putting on your boots and crawling into that ambulance because someone may need you. Do you know how much stress that causes someone?

We make it through Covid, now, we are faced with difficulties paying our bills, not affording gas to get back and forth to work. Making "too much" to qualify for food stamps, and now taking even MORE from our families to provide the citizens of Onslow County with emergency medical care.

We are so short staffed that people have waited over an hour for an ambulance.

How long can you hold your breath?

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I don't want to leave. I'm tired. I'm Heart-broken. I don't want to struggle to do the work that I love and that I have trained extensively to do. Knowing that I can go to surrounding counties and make more money with much lower call volumes, coming to work, now, gets much harder to do.

From: Sharon Griffin
Sent: Thursday, May 26, 2022 1:57 PM
To: Norman Bryson
Subject: FW: UPDATES

Good afternoon Norman,

Please see my response to the BOC about the emails and Facebook posts below.

Thank you,

Sharon

Sharon Griffin
County Manager



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From: Sharon Griffin
Sent: Thursday, May 26, 2022 1:55 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: UPDATES

Good afternoon Chairman Bright and Commissioners,

I hope you are doing well.

Child Abducted

We have just received notification that a child has allegedly been abducted from Summersill Elementary School by an unauthorized adult that was known by the child. Law enforcement has responded and is investigating.

Airport Police Chief

Ben Jones, who is currently with the Onslow County Sheriff's Office, has accepted the position of Airport Police Chief. Ben was the most outstanding candidate in a competitive hiring process, and we are pleased to welcome him to this position. We will let you know when the swearing in ceremony takes place so you can attend, if you wish. We are awaiting documentation from the State, so this may be two to three weeks out.

EMS Facebook Posts and Emails

I want to apologize to all of you for the repeated emails and Facebook posts you have been subjected to about EMS. While we are definitely in a bit of a bidding war with other regional employers as far as pay goes, we are still doing an excellent job responding to truly emergent medical calls. Some of the individuals who have written some of the more inflammatory remarks appear to be exaggerating. I have been reassured today that calls that are true life-threatening emergencies— Delta and Echo calls— are never put on hold or delayed. Calls that are put on hold are those in which the caller does not truly need emergent, lifesaving care. Back-up units we have arranged at Camp Lejeune and other agencies are immediately called if needed. It saddens me and the rest of our management team to see the excellent reputation of Onslow County EMS destroyed in the eyes of the public, because a handful of people. We won the national EMS award just two years ago, and most of our EMS employees are working diligently and doing a great job. Despite the exaggeration of factual information and probable misstatements, we need to be careful not to retaliate against individual employees for exercising First Amendment rights on Facebook. I am confident that the generous pay adjustment being discussed by the Board for all employees will be sufficient to retain the EMS employees who care about our mission to serve the public. If the pay issue for EMS continues to worsen after the proposed pay adjustments, we will analyze it further and bring solutions back to you for further consideration in the months ahead.

Have a great afternoon, and please let me know if you need anything.

Sincerely,

Sharon

Sharon Griffin
County Manager



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From: Sharon Griffin
Sent: Thursday, May 26, 2022 1:24 PM
To: Benjamin Warren; Sheri Slater
Subject: FW: please read-

Sharon Griffin
County Manager



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From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Thursday, May 26, 2022 1:21 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: FW: please read-

Forwarding, all BOC received email. Julie

From: Angela Adams <Angela_Adams@onslowcountync.gov>
Sent: Thursday, May 26, 2022 1:08 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>; Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>
Subject: please read-

One day you will realize that the thing you poured your blood, sweat, and tears into, something you loved and protected fiercely, never really loved you back.

How many can say that they feel that strongly about their career? That they loved it so much, they lost themselves. Sacrificing their own lives, their own families, and their own mental and physical health to help their fellow human in a time of sickness and crisis.

Have you been so afraid to work, and catch a virus that was killing millions, that literally shut down the world, but you put on your boots anyway, crawled into an ambulance and prayed, that if you got Covid 19, you wouldn't pass it to your child, spouse, or parent? Terrified that every patient with a cough or snuffle could cost you your life. Especially when the personal protection equipment you had was dry-rotted and told to "burn through them", that was all we had? Putting on an N95, the world was saying was our only protection, to have the elastic crumple around your head as you were consoling a patient that was afraid of dying, because likely, they had Covid?

Helping people, saving lives, and giving hope on a minute by minute basis while your own family is struggling. It's hard to give hope when you have lost yours.

Your spouse furloughed and unemployed because the company he was working has stopped paying because of Covid. Secretly grateful that the world was shutting down and then taking on the responsibility of being your families only possible exposure, putting on your boots and crawling into that ambulance because someone may need you. Do you know how much stress that causes someone?

We make it through Covid, now, we are faced with difficulties paying our bills, not affording gas to get back and forth to work. Making "too much" to qualify for food stamps, and now taking even MORE from our families to provide the citizens of Onslow County with emergency medical care.

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Signed, An Exhausted Paramedic

Angela Adams

Community Paramedic

"A man cannot **Be Comfortable** without his **Own Approval**" -Mark Twain

From: Sharon Griffin
Sent: Thursday, May 26, 2022 1:24 PM
To: Jason Jones;Norman Bryson
Subject: FW: please read-

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County Manager



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Angela Adams

Community Paramedic

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From: Sharon Griffin
Sent: Thursday, May 26, 2022 8:28 AM
To: Jason Jones
Cc: Sheri Slater; Norman Bryson
Subject: RE: Concerns regarding Onslow Memorial Hospital and EMS

Good morning Jason,

I hope you are doing well today. Sheri and I have discussed this meeting thoroughly, and she will be there from management tomorrow. We will continue to completely support that our EMS staff will follow the medical protocols set by the Peer Review Committee, and err on the side of caution when there is a judgment call about where to transport patients. Please let us know if you need anything prior to the meeting or have other concerns we need to know in advance, and have a nice morning.

Sincerely,

Sharon

Sharon Griffin
County Manager



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From: Jason Jones <jason_jones@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:59 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: RE: Concerns regarding Onslow Memorial Hospital and EMS

I will be there.

I spoke to Dr Spencer, their CMO, who has been the leader of these conversations with myself. He was just made aware of this meeting today and it was scheduled outside of OMH leadership, so he is acting on his own accord and in a way against the recommendation of their leadership who supported the plan we created last month to move forward as a group.

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services

From: Jason Jones
Sent: Friday, May 27, 2022 9:34 PM
To: Norman Bryson
Subject: Fwd: EMS Staffing Resources
Attachments: EMS Administrators Scarce Resource Checklist.pdf

Welp so much for that this go around

Jason Jones, BS, NRP
Chief of EMS / EMS Division Head
Onslow County Government - Emergency Services
1180 Commons Drive. Jacksonville, NC 28546
(910) 989-5011(office) (910) 548-2091(cell)

From: Clement, Kimberly D <kimberly.clement@dhhs.nc.gov>
Sent: Friday, May 27, 2022 5:03:12 PM
To: Clement, Kimberly D <kimberly.clement@dhhs.nc.gov>
Cc: Mitchell, Tom <tom.mitchell@dhhs.nc.gov>; Ezzell, David <david.ezzell@dhhs.nc.gov>; Lewis, Chuck B <Chuck.Lewis@dhhs.nc.gov>; Barnes, Brian (NCEM) <Brian.Barnes@ncdps.gov>; Brown, Todd (NCEM) <Todd.Brown@ncdps.gov>
Subject: EMS Staffing Resources

Good afternoon,

After careful consideration and review by DHHS and NCEM legal teams, along with discussions with federal partners, the FEMA ambulance contract is not a viable option for North Carolina at this time as we cannot directly relate the current requests for staffing with the State of Emergency for COVID-19.

In addition to utilizing some of the strategies provided by the NC Association of EMS Administrators (see attached), we recommend counties consider contracting with additional EMS (in state and out of state) agencies that may be able to work in your county to try and increase the available resources. OEMS is prepared to assist you with temporary franchise agreements, temporary vehicle permits and temporary personnel credentials if needed for out of state providers. Consider large nationwide or multi-state providers (e.g. Global Medical Response GMR/AMR, Priority Ambulance, JanCare Ambulance Service, etc.). Healthcare staffing agencies may also be an option to provide temporary personnel.

Please feel free to reach out anytime and we will do the best we can to support.

Thanks,
KC

This email was BCC sent to all EMS agencies that requested staffing on the survey.

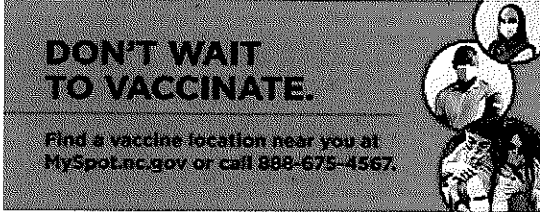
Kimberly Clement, MPH, Paramedic
Program Manager, Healthcare Preparedness Program
Division of Health Service Regulation, Office of Emergency Medical Services
NC Department of Health and Human Services

919.855.3936 Office
919.210.1463 Cell
919.855.4687 Shift Duty Officer
919.733.7021 Fax

kimberly.clement@dhhs.nc.gov

1201 Umstead Drive, Wright Building
2707 Mail Service Center
Raleigh, NC 27699-2707

[Twitter](#) | [Facebook](#) | [YouTube](#) | [LinkedIn](#)



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From: Jason Jones
Sent: Saturday, May 28, 2022 9:27 PM
To: Sharon Griffin
Subject: Re: Questions

Jason Jones, BS, NRP
Chief of EMS / EMS Division Head
Onslow County Government - Emergency Services
1180 Commons Drive. Jacksonville, NC 28546
(910) 989-5011(office) (910) 548-2091(cell)

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Saturday, May 28, 2022 9:23:15 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>; Jason Jones <jason_jones@onslowcountync.gov>
Subject: Re: Questions

Good evening Chairman Bright ,

These are not true, and we will have additional facts for the Board Tuesday. Our EMS and 911 team are pulling together the actual numbers and factual data. We have had too many vacancies lately, as I have previously discussed with the Board, but the posts have greatly exaggerated the problem. The larger salaries are in places closer to Wake County where the cost of living is higher, or in hospital settings. I apologize that you continue to receive this type of email, and I wish I was able to prevent this from continuing.

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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From: Jack Bright <Jack_Bright@onslowcountync.gov>
Sent: Saturday, May 28, 2022 7:46:27 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Norman Bryson <Norman_Bryson@onslowcountync.gov>
Subject: Fwd: Questions

FYI , I hope this information is not accurate. Our citizens deserve accurate facts and information, emails and social media post like this makes our citizens panic for no reason. Its similar to yelling fire in a crowded theater . I support free speech but sometimes it goes to far.

Jack

Get [Outlook for iOS](#)

From: Dennis and Terry Ryan <ryan5024@hotmail.com>

Sent: Saturday, May 28, 2022 7:32:09 PM

To: Jack Bright <Jack_Bright@onslowcountync.gov>

Subject: Questions

Mr. Bright,

Are these statements true:

Onslow County EMS is running at half staffing nearly every day, all shifts?

EMS personnel are working up to 14 hours a day due to low staffing?

Surrounding communities pay their EMS staff up to 46% more than what Onslow County pays EMS staff? 46% more?

It can take up to 47 minutes for EMS to respond due to low staffing and they are having to call on EMS in other counties?

There are times when only one EMS ambulance is available for the entire county?

Really? What is being done about this? Are there plans in place to improve the pay scale so Onslow County can effectively compete for EMS workers with counties that pay significantly more?

Goodness, if these statements are true I certainly hope I never need an ambulance.

Thank you,

Teresa Ryan

From: Jason Jones
Sent: Tuesday, May 31, 2022 2:43 PM
To: Norman Bryson
Subject: Stroke Time

Stroke Alert Coded Alpha

2022007422

Call Received: 13:45:45

Dispatched: 14:18:56

Arrived: 14:49:21

63:36 response time

Jason Jones, NRP

Chief of EMS / EMS Division Head

Onslow County Emergency Services

Jason.Jones@onslowcountync.gov

910.989.5011 office | 910-548-2091 cell

From: Jason Jones
Sent: Tuesday, May 31, 2022 3:33 PM
To: Norman Bryson
Attachments: 30May2022.csv

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason_Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

From: Jason Jones
Sent: Friday, June 3, 2022 9:59 AM
To: Norman Bryson
Subject: Fuel Line

Does Sharon/we have a plan for managing the overage in the fuel line this year? Are we going to use unspent salary dollars to cover that line? I am currently at 114,775 over the line with more than enough in salary dollars to cover.

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason.Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

From: Jason Jones
Sent: Friday, June 3, 2022 3:11 PM
To: Norman Bryson
Subject: MOre Pay
Attachments: Copy of 2022EMSPay.xlsx

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason.Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

From: Jason Jones
Sent: Monday, June 6, 2022 7:47 AM
To: Norman Bryson
Subject: May EMS Numbers

May

Total EMS Responses	2521	City of Jacksonville Response Time	8:49
Patients Transported	1032	County Response Time	13:14
OMH	822	Low Resource Hours (<3 EMS Units Available)	350
Naval	173	Incidents of Zero Ambulances Available	118
Morgue	13	Calls given to other EMS agencies	78
Other Hospitals	31	Longest time call held (minutes)	76:43
Patients Flown Out	14		

Vacant EMS Positions	15	Long Term Work Comp (Out for >30 days)	6
Resignations	3	New Employees Started	8

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason_Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

From: Robin Knapp
Sent: Saturday, June 4, 2022 12:31 PM
To: robin knapp
Subject: FW: EMS information

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Saturday, June 4, 2022 6:26 AM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: EMS information

Good morning Chairman Bright and Commissioners,

I hope you are having a wonderful weekend! Late yesterday afternoon, you received another email with some misinformation about starting paramedic pay. Just in case any of you wish to reply to the citizen, I want you to have accurate information.

With additional staff research and verification this week, please see additional data below about current starting pay for new paramedics with no experience:

Agency	Per hour		
Wake County	\$28.13		
Johnston County	\$28.00		
Brunswick County	\$23.47		
Emerald Isle Fire	\$23.28		
Greenville Fire	\$22.60		
Pender Fire & EMS	\$21.90		
Wayne County	\$21.61		
Sampson County	\$20.27		
Duplin County	\$19.41		
Onslow County	\$19.16		
Jones County	\$16.94		
Lenoir County	\$15.77		

As you can see, Duplin is just above our pay range and not at the level the email author had heard. We are told Duplin, Pender and Lenoir are considering cost of living adjustments, too, and others may be, as well.

When compared to counties with a similar tax base and cost of living, we will be in a competitive range if the Board approves the salary adjustment we have discussed for all employees across the board. We will not be the highest, but we will not be the lowest. Maintaining the morale and economic viability of all employees in the current economy, including the numerous departments that support EMS daily, is also important.

This past Wednesday, we had 9 ambulances on the road, which is a great improvement, but not yet sustainable all the time. We are working hard to continue to add EMS staff and to get injured employees back to work.

For the past three months, the response time has not been in the range we expect or are accustomed to due to staffing shortages, but it has also not been as bad as the reports you have heard:

High Priority Calls (Echo, Delta, Charlie)- 13 minutes 10 seconds
Low Priority Calls (Alpha and Bravo)- 18 minutes 56 seconds

We will continue to work to track and improve response time, to address employee fatigue and stress as much as possible, and to refocus the EMS department on their important mission.

Please let me know if you have any questions or need more information, and have a restful weekend!

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

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To: robin knapp
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Brunswick County	\$23.47		
Emerald Isle Fire	\$23.28		
Greenville Fire	\$22.60		
Pender Fire & EMS	\$21.90		
Wayne County	\$21.61		
Sampson County	\$20.27		
Duplin County	\$19.41		
Onslow County	\$19.16		
Jones County	\$16.94		
Lenoir County	\$15.77		

As you can see, Duplin is just above our pay range and not at the level the email author had heard. We are told Duplin, Pender and Lenoir are considering cost of living adjustments, too, and others may be, as well.

When compared to counties with a similar tax base and cost of living, we will be in a competitive range if the Board approves the salary adjustment we have discussed for all employees across the board. We will not be the highest, but we will not be the lowest. Maintaining the morale and economic viability of all employees in the current economy, including the numerous departments that support EMS daily, is also important.

This past Wednesday, we had 9 ambulances on the road, which is a great improvement, but not yet sustainable all the time. We are working hard to continue to add EMS staff and to get injured employees back to work.

For the past three months, the response time has not been in the range we expect or are accustomed to due to staffing shortages, but it has also not been as bad as the reports you have heard:

High Priority Calls (Echo, Delta, Charlie)- 13 minutes 10 seconds

Low Priority Calls (Alpha and Bravo)- 18 minutes 56 seconds

We will continue to work to track and improve response time, to address employee fatigue and stress as much as possible, and to refocus the EMS department on their important mission.

Please let me know if you have any questions or need more information, and have a restful weekend!

Sincerely,

Sharon

Sharon Griffin
Onslow County Manager

With very limited exceptions, emails to and from the County Manager's office are open public records under North Carolina law. This means these emails are not protected or secured from access from persons who are not part of this communication, and may be viewed or copied by others.

From: Robin Knapp
Sent: Thursday, May 26, 2022 2:40 PM
To: Sharon Griffin;BOC - All Commissioners
Cc: Admin - Managers;Admin - Staff
Subject: Re: UPDATES

Sharon:

Thank you for the update and the insight provided regarding EMS. I have been contacted by numerous individuals regarding this issue as well but I know you and your staff are working diligently to help remedy the situation. EMS is our priority along with other departments within our Government entity. Thanks for the update and a sincere thank you for your caring and understanding approach. As Commissioners, we do "listen" attentively and acutely to the concerns.

Regards,
Robin

Robin L. Knapp
Commissioner, Onslow County NC
910-347-4717

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Thursday, May 26, 2022 1:54:39 PM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Cc: Admin - Managers <AdminManagers@onslowcountync.gov>; Admin - Staff <Admin-Staff@onslowcountync.gov>
Subject: UPDATES

Good afternoon Chairman Bright and Commissioners,

I hope you are doing well.

Child Abducted

We have just received notification that a child has allegedly been abducted from Summersill Elementary School by an unauthorized adult that was known by the child. Law enforcement has responded and is investigating.

Airport Police Chief

Ben Jones, who is currently with the Onslow County Sheriff's Office, has accepted the position of Airport Police Chief. Ben was the most outstanding candidate in a competitive hiring process, and we are pleased to welcome him to this position. We will let you know when the swearing in ceremony takes place so you can attend, if you wish. We are awaiting documentation from the State, so this may be two to three weeks out.

EMS Facebook Posts and Emails

I want to apologize to all of you for the repeated emails and Facebook posts you have been subjected to about EMS. While we are definitely in a bit of a bidding war with other regional employers as far as pay goes, we are still doing an excellent job responding to truly emergent medical calls. Some of the individuals who have written some of the more inflammatory remarks appear to be exaggerating. I have been reassured today that calls that are true life-threatening emergencies-- Delta and Echo calls--- are never put on hold or delayed. Calls that are put on hold are those in which the caller does not truly need emergent, lifesaving care. Back-up units we have arranged at Camp Lejeune and other agencies are immediately called if needed. It saddens me and the rest of our management team to see the excellent reputation of Onslow County EMS destroyed in the eyes of the public, because a handful of people. We won the

national EMS award just two years ago, and most of our EMS employees are working diligently and doing a great job. Despite the exaggeration of factual information and probable misstatements, we need to be careful not to retaliate against individual employees for exercising First Amendment rights on Facebook. I am confident that the generous pay adjustment being discussed by the Board for all employees will be sufficient to retain the EMS employees who care about our mission to serve the public. If the pay issue for EMS continues to worsen after the proposed pay adjustments, we will analyze it further and bring solutions back to you for further consideration in the months ahead.

Have a great afternoon, and please let me know if you need anything.

Sincerely,

Sharon

Sharon Griffin
County Manager



Our mission is to deliver exceptional services that enhance the quality of life within our County.

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To: Jason Jones
Subject: Re: July 5th PRC Meeting

Thank you information

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Subject: FW: July 5th PRC Meeting

Good Evening Gentlemen,

See below reference the PRC meeting we discussed during meeting with Dr Ramsey last week.

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason_Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

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Sent: Monday, June 06, 2022 4:16 PM
To: Alyssa Antczak <Alyssa_Antczak@onslowcountync.gov>; Autry CIV Todd B <todd.autry@usmc.mil>; Baker CIV Eric M <eric.m.baker1@usmc.mil>; chris.burgess@usmc.mil; christopher.w.parker@usmc.mil; Dr. Pokorny <douglas.m.pokorny.mil@mail.mil>; Heather Szymanik <hollyridge702@gmail.com>; Himes, Beth <himesb@coastalcarolina.edu>; Jason Jones <jason_jones@onslowcountync.gov>; jgud50@yahoo.com; LeAnn Harris <Leann_Harris@onslowcountync.gov>; Marshall Frink <mfrink@ec.rr.com>; Molly Venanzi <Molly_McHugh@onslowcountync.gov>; Monica Risner <Monica.Risner@onslow.org>; Ray Silance <Ray_Silance@onslowcountync.gov>; raymond.j.cudnik.mil@mail.mil; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Shaun Hayes <shayes@jacksonvillenc.gov>; Sheila Hardy NHCL <sheila.m.hardy2.civ@mail.mil>; Susan Kellough <Susan_Kellough@onslowcountync.gov>
Subject: July 5th PRC Meeting

All

Today, the Onslow County Board of Commissioner's approved the annual budget which includes the 2022-2023 Onslow County Employee holiday schedule. July 5th is included as a holiday for Onslow County Employees.

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The work that me and my colleagues do from day to day is detrimental to the health of every single Onslow County

citizen. In our field, responding to a 911 call that has been pending for 20 or more minutes could mean the difference between our patients making a full recovery or requiring specialized care for the rest of their lives, or even worse, the difference between life and death. We, as EMS personnel, dedicate our lives to caring for our patients and performing life saving interventions and treatments so that our patients can return home to their families. The amount of burn out that we are experiencing is not only detrimental to the well being of our patients but also the well being of ourselves as human beings. We are so exhausted at the end of our shifts, that more often are longer than the advertised 12 hours, that we are struggling to take care of ourselves. On a normal day, when a patient's life is lost, we endlessly rack our brains asking "what if I got there sooner?" Or "what could I have done differently so this person could've lived?" That guilt doesn't go away just because we clock out, it is often guilt that we carry home and live with from day to day. Now adding on the pressure of knowing several calls are waiting in pending, to us this translates to several people calling and pleading for help and we are unable to help them. We are the ones that have to inform family that their loved one is in critical condition or even worse, dead. We are the ones that have to face infuriated family members and tell them we couldn't get here any sooner because we simply do not have enough trucks available. I encourage any of you to join us on one of these interactions to see and feel the glimpse of what Emergency Medical Providers experience. We dedicate our lives to helping others, now it is your time to help us! Now is your time to answer our 911 call for help!

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To: Sharon Griffin;Julie Wand
Subject: Fwd: Concerned Employee and Citizen

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Sincerely,
Emilio Ruiz, EMT-P

From: Walter Scott
Sent: Wednesday, May 25, 2022 4:06 PM
To: Julie Wand;Royce Bennett;Tim Foster;Sharon Griffin
Subject: Re: Concerns regarding Onslow Memorial Hospital and EMS

From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:01:00 PM
To: Walter Scott <Walter_Scott@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Friday, May27th at 1:30PM
Dr. Will Ramsey's Office

Carolinas Center for Surgery - Jacksonville
2145 Country Club Road, NC 28546
Second floor

From: Will Ramsey <rwrortho@gmail.com>
Sent: Wednesday, May 18, 2022 3:51 AM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Concerns regarding Onslow Memorial Hospital and EMS

Dear Board Members,

I have been working on a challenge that the hospital has been facing regarding EMS transport patterns between Naval Hospital and Onslow Memorial Hospital. There is a conflict between the county EMS Operations and the Onslow Hospital that I would like to bring to your attention. I think that you might be interested in how this affects the community of Onslow County and how it negatively affects patient care.

I am interested in speaking with you in person to further clarify and get your feedback on future directions. I would be happy to make time to meet individually or as a group. Please feel free to call if you have any questions.

Most Respectfully,

Randle W. Ramsey, DO
Orthopedic Surgeon
910-358-4914

From: Walter Scott
Sent: Monday, June 6, 2022 8:19 PM
To: Jason Jones
Subject: Re: July 5th PRC Meeting

Thank you information

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Jason Jones <jason_jones@onslowcountync.gov>
Sent: Monday, June 6, 2022 5:31:16 PM
To: Royce Bennett <Royce_Bennett@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>
Subject: FW: July 5th PRC Meeting

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See below reference the PRC meeting we discussed during meeting with Dr Ramsey last week.

Jason Jones, NRP

Chief of EMS / EMS Division Head
Onslow County Emergency Services
Jason_Jones@onslowcountync.gov
910.989.5011 office | 910-548-2091 cell

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To: Alyssa Antczak <Alyssa_Antczak@onslowcountync.gov>; Autry CIV Todd B <todd.autry@usmc.mil>; Baker CIV Eric M <eric.m.baker1@usmc.mil>; chris.burgess@usmc.mil; christopher.w.parker@usmc.mil; Dr. Pokorny <douglas.m.pokorny.mil@mail.mil>; Heather Szymanik <hollyridge702@gmail.com>; Himes, Beth <himesb@coastalcarolina.edu>; Jason Jones <jason_jones@onslowcountync.gov>; jgud50@yahoo.com; LeAnn Harris <Leann_Harris@onslowcountync.gov>; Marshall Frink <mfrink@ec.rr.com>; Molly Venanzi <Molly_McHugh@onslowcountync.gov>; Monica Risner <Monica.Risner@onslow.org>; Ray Silance <Ray_Silance@onslowcountync.gov>; raymond.j.cudnik.mil@mail.mil; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Shaun Hayes <shayes@jacksonvillenc.gov>; Sheila Hardy NHCL <sheila.m.hardy2.civ@mail.mil>; Susan Kellough <Susan_Kellough@onslowcountync.gov>
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citizen. In our field, responding to a 911 call that has been pending for 20 or more minutes could mean the difference between our patients making a full recovery or requiring specialized care for the rest of their lives, or even worse, the difference between life and death. We, as EMS personnel, dedicate our lives to caring for our patients and performing life saving interventions and treatments so that our patients can return home to their families. The amount of burn out that we are experiencing is not only detrimental to the well being of our patients but also the well being of ourselves as human beings. We are so exhausted at the end of our shifts, that more often are longer than the advertised 12 hours, that we are struggling to take care of ourselves. On a normal day, when a patient's life is lost, we endlessly rack our brains asking "what if I got there sooner?" Or "what could I have done differently so this person could've lived?" That guilt doesn't go away just because we clock out, it is often guilt that we carry home and live with from day to day. Now adding on the pressure of knowing several calls are waiting in pending, to us this translates to several people calling and pleading for help and we are unable to help them. We are the ones that have to inform family that their loved one is in critical condition or even worse, dead. We are the ones that have to face infuriated family members and tell them we couldn't get here any sooner because we simply do not have enough trucks available. I encourage any of you to join us on one of these interactions to see and feel the glimpse of what Emergency Medical Providers experience. We dedicate our lives to helping others, now it is your time to help us! Now is your time to answer our 911 call for help!

Sincerely,
Emilio Ruiz, EMT-P

From: Walter Scott
Sent: Wednesday, May 25, 2022 4:06 PM
To: Julie Wand; Royce Bennett; Tim Foster; Sharon Griffin
Subject: Re: Concerns regarding Onslow Memorial Hospital and EMS

From: Julie Wand <Julie_Wand@onslowcountync.gov>
Sent: Wednesday, May 25, 2022 4:01:00 PM
To: Walter Scott <Walter_Scott@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Subject: FW: Concerns regarding Onslow Memorial Hospital and EMS

Friday, May 27th at 1:30PM
Dr. Will Ramsey's Office

Carolinas Center for Surgery - Jacksonville
2145 Country Club Road, NC 28546
Second floor

From: Will Ramsey <rwrortho@gmail.com>
Sent: Wednesday, May 18, 2022 3:51 AM
To: BOC - All Commissioners <BOC@onslowcountync.gov>
Subject: Concerns regarding Onslow Memorial Hospital and EMS

Dear Board Members,

I have been working on a challenge that the hospital has been facing regarding EMS transport patterns between Naval Hospital and Onslow Memorial Hospital. There is a conflict between the county EMS Operations and the Onslow Hospital that I would like to bring to your attention. I think that you might be interested in how this affects the community of Onslow County and how it negatively affects patient care.

I am interested in speaking with you in person to further clarify and get your feedback on future directions. I would be happy to make time to meet individually or as a group. Please feel free to call if you have any questions.

Most Respectfully,

Randle W. Ramsey, DO
Orthopedic Surgeon
910-358-4914

From: Sheri Slater
Sent: Thursday, June 2, 2022 4:49 PM
To: Sharon Griffin;Janelle Golloway;Benjamin Warren;Amy Davis
Subject: Re: Slides for Budget Presentation
Attachments: 20220601 Sharons Revised PowerPoint.pptx

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 5:44:54 PM
To: Janelle Golloway <Janelle_Golloway@onslowcountync.gov>; Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>
Subject: RE: Slides for Budget Presentation

Thank you so much to all of you for your help! I have attached what I have so far based on our input and some additional clarification. We will see how it looks on screen tomorrow!

Have a wonderful evening,

Sharon

Sharon Griffin
County Manager



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From: Janelle Golloway <Janelle_Golloway@onslowcountync.gov>
Sent: Tuesday, May 31, 2022 8:34 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>
Subject: RE: Slides for Budget Presentation

Hi all,

Sharing a couple general thoughts and then some slide-specific suggestions below. Do the slides focus in on the positions relating to safety by design or do we want include the list of recommended positions again; perhaps not since

it was shared in the workshop? There is some inconsistent capitalization throughout the different slides (it changes from capitalizing each word to sentence case depending on the slide – slides 7,13, and 19 are examples).

Hope everyone has a good night – see you all next week! 🌙

Slide #5: Should it specifically read 5-year *Fire* Needs in the title so it's clear this does not include other service vehicle needs within Emergency Services?

Slide #7:

- “Change” column has inconsistent caps showing what other counties are doing
- New Hanover 2nd line should specify those increases are COLA
- Duplin line reads, *From Study: New Pay Scale: Implemented with employees at minimum grade*
 - Not sure meaning is clear...could it say something like, *new pay scale approved* (surpassing our EMS pay ranges, specifically, if we want to mention that)

Slide # 13: Inconsistent capitalization in sub-header

Slide #15:

- What is recruitment “retooling” referring to?
- Inconsistent caps used in 2nd bullet vs. 1st or 3rd
- Are we bringing the minimum **above** \$15 or **to** \$15?

Slide #16: Reads “JOED continued funding”, which sounds like they’re funding something and I believe we’re referring to the fact that the County continued funding JOED, right?

Thank you kindly,

Janelle Golloway
Onslow County
Human Resources Director

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>

Sent: Tuesday, May 31, 2022 1:54 PM

To: Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>

Subject: Slides for Budget Presentation

Good afternoon,

Please take a peek at slides 1-20 if you have time, and let me know if you see anything incorrect, misleading, or that needs to be added. I plan to run through on Thursday and would love your feedback.

Sincerely,

Sharon

Sharon Griffin
County Manager



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From: Sheri Slater
Sent: Thursday, June 9, 2022 1:19 PM
To: Sharon Griffin;Kristen Richmond-Hoover;Auguste Nelson-Graves
Cc: Walter Doyle;Carson Custy;Benjamin Warren
Subject: Re: Carson Custy, Environmental Health

Great job Carson!

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Thursday, June 9, 2022 1:17:00 PM
To: Kristen Richmond-Hoover <KristenR_Hoover@onslowcountync.gov>; Auguste Nelson-Graves <Auguste_Graves@onslowcountync.gov>
Cc: Walter Doyle <Walter_Doyle@onslowcountync.gov>; Carson Custy <Carson_Custy@onslowcountync.gov>; Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>
Subject: Re: Carson Custy, Environmental Health

That is so wonderful! It takes an extraordinary person to take note of the needs of other people and act on it so professionally. We are so lucky to have Carson as part of the team. May I include this on a shout out?

Sharon Griffin
Onslow County Manager

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From: Kristen Richmond-Hoover <KristenR_Hoover@onslowcountync.gov>
Sent: Thursday, June 9, 2022 11:58:29 AM
To: Auguste Nelson-Graves <Auguste_Graves@onslowcountync.gov>; Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Cc: Walter Doyle <Walter_Doyle@onslowcountync.gov>; Carson Custy <Carson_Custy@onslowcountync.gov>
Subject: Re: Carson Custy, Environmental Health

Wow! Carson is a gem! Who knew "government work" could be so exciting?!

Krissy Hoover

Kristen Richmond-Hoover, MPH, CPH, CPHQ, CIC, CHES

Public Health Director

Onslow County Health Department

Consolidated Human Services

612 College Street

Jacksonville, NC 28540

KristenR_Hoover@onslowcountync.gov

910.989.3985 (office)

910.347.7941 (fax)

<http://onslowcountync.gov/149/Health>

The trusted provider of high quality, integrated services ensuring success for our community by building better lives.

From: Auguste Nelson-Graves <Auguste_Graves@onslowcountync.gov>

Sent: Thursday, June 9, 2022 11:55:53 AM

To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Kristen Richmond-Hoover <KristenR_Hoover@onslowcountync.gov>

Cc: Walter Doyle <Walter_Doyle@onslowcountync.gov>; Carson Custy <Carson_Custy@onslowcountync.gov>

Subject: Carson Custy, Environmental Health

Good morning,

I wanted to let you both know of an incident that occurred this morning near Richlands Hwy. Carson Custy, one of our Environmental Health Specialists, stopped at the Handy Mart Gas Station and observed a man sleeping in his truck. Carson, who is also an RN, tapped on the window to see if the gentleman was alright. His breathing appeared abnormal and he was unresponsive. Carson immediately informed me and a paramedic next door at the Rhodestown Fire Department. EMS and three deputies responded to the scene, Narcan was administered to the gentleman in the truck and he was brought back to consciousness. Carson is such an asset to our team and to the community. I am exceedingly proud of him and our entire team. I thought he deserved a shout out for possibly saving this gentleman's life today.

Have a wonderful week,

Auguste Nelson-Graves, REHS
Environmental Health Services Supervisor
Onslow County Consolidated Human Services

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From: Sheri Slater
Sent: Thursday, June 2, 2022 9:14 AM
To: Walter Scott
Subject: Re: Concerned Employee and Citizen

Thank you for forwarding.

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From: Walter Scott <Walter_Scott@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:55:04 PM
To: Sheri Slater <Sheri_Slater@onslowcountync.gov>
Subject: Fwd: Concerned Employee and Citizen

Sent from my Verizon, Samsung Galaxy smartphone
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From: Emilio Ruiz <Emilio_Ruiz@onslowcountync.gov>
Sent: Wednesday, June 1, 2022 8:26:07 PM
To: Jack Bright <Jack_Bright@onslowcountync.gov>; Tim Foster <Tim_Foster@onslowcountync.gov>; Royce Bennett <Royce_Bennett@onslowcountync.gov>; Paul Buchanan <Paul_Buchanan@onslowcountync.gov>; Mark Price <Mark_Price@onslowcountync.gov>; Walter Scott <Walter_Scott@onslowcountync.gov>; Robin Knapp <Robin_Knapp@onslowcountync.gov>
Subject: Concerned Employee and Citizen

Dear Onslow County Commissioners,

My name is Emilio Ruiz and I am writing to you today not only as a concerned Onslow County Paramedic but also as a concerned citizen. It is no secret that our current EMS system is broken. To date we have responded to more than ten thousand 911 calls, that is almost half of what our system responded to in 2021 and we have yet to hit the half way point for this calendar year. OCEMS has responded to more than eight thousand 911 calls for the first quarter of 2022. Comparing the amount of 911 calls to the first quarter of 2021, our call volume has increased by approximately three thousand calls in the first quarter of 2022. Our normal system operations is to have a total of 8-10 ALS units and 1-2 BLS units on the road. On average for this calendar year we have staffed 3-6 ALS units and 1-2 BLS units per shift. This staffing deficit has been an issue for more than the past year. When I started two and a half years ago I responded to an average of 4-6 calls a day compared to the 8-12 calls to date. When I first obtained my BLS certification, OCEMS was the best system to work for in the surrounding area. OCEMS was known for having top tier paramedics and a higher call volume with progressive protocols compared to other surrounding agencies. Today that is no longer the case. Yes, we are running more calls, however surrounding systems now have current protocols that are almost a mirror image of ours, and with higher pay these systems are now becoming better staffed. These same systems are also offering higher paid compensation for paramedics compared to what OCEMS is currently offering, to include the pay raise with 2022-2023 Onslow County Budget Proposal Book. The ability to run a fraction of the calls, higher compensation, with similar protocols, Onslow County does not have much to offer currently employed Paramedics or potential future Paramedics.

The issue of not being adequately staffed is not being properly observed by County Officials. I specifically remember working over time because the shift on duty only had 3 or 4 trucks staffed for the entire shift. In that 12 hour shift, me and my partner responded to more than 12 calls. I specifically remember responding to a call, that day, with a chief complaint of chest pain. This individual had an extensive cardiac history and their 911 call sitting in pending for an extended period of time. When we finally arrived on-scene, my partner and I were immediately berated by the caller's

family asking why they had to wait more than 45 minutes for an ambulance when their loved one could be having a heart attack. This is completely and utterly unacceptable.

Further more, if the issue of compensation to remain competitive with surrounding agencies is not properly and immediately addressed, we will continue to lose good, experienced employees to these surrounding agencies. Simply put, we have already lost smart, talented, hard working, and most importantly experienced Paramedics to other agencies and other career fields all together.

The work that me and my colleagues do from day to day is detrimental to the health of every single Onslow County citizen. In our field, responding to a 911 call that has been pending for 20 or more minutes could mean the difference between our patients making a full recovery or requiring specialized care for the rest of their lives, or even worse, the difference between life and death. We, as EMS personnel, dedicate our lives to caring for our patients and performing life saving interventions and treatments so that our patients can return home to their families. The amount of burn out that we are experiencing is not only detrimental to the well being of our patients but also the well being of ourselves as human beings. We are so exhausted at the end of our shifts, that more often are longer than the advertised 12 hours, that we are struggling to take care of ourselves. On a normal day, when a patient's life is lost, we endlessly rack our brains asking "what if I got there sooner?" Or "what could I have done differently so this person could've lived?" That guilt doesn't go away just because we clock out, it is often guilt that we carry home and live with from day to day. Now adding on the pressure of knowing several calls are waiting in pending, to us this translates to several people calling and pleading for help and we are unable to help them. We are the ones that have to inform family that their loved one is in critical condition or even worse, dead. We are the ones that have to face infuriated family members and tell them we couldn't get here any sooner because we simply do not have enough trucks available. I encourage any of you to join us on one of these interactions to see and feel the glimpse of what Emergency Medical Providers experience. We dedicate our lives to helping others, now it is your time to help us! Now is your time to answer our 911 call for help!

Sincerely,
Emilio Ruiz, EMT-P

From: Sheri Slater
Sent: Tuesday, May 31, 2022 4:56 PM
To: Sharon Griffin; Amy Davis
Cc: Benjamin Warren; Janelle Golloway
Subject: Re: Slides for Budget Presentation

Sharon,
Sorry for the texts-
On slide 10 we have \$97M and on 18 we have \$96M for education.
The numbers on slide 18 don't add up to \$96 or 97M, not sure if they're supposed to.

Slide 19- first bullet has 100,000 valuation instead of \$100.

Bless you! :)
Sheri

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From: Sheri Slater <Sheri_Slater@onslowcountync.gov>
Sent: Tuesday, May 31, 2022 4:30:43 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>
Cc: Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>
Subject: Re: Slides for Budget Presentation

For the title of slide 6...."Aging Infrastructure" might be more succinct.

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Tuesday, May 31, 2022 3:59:10 PM
To: Amy Davis <Amy_Davis@onslowcountync.gov>
Cc: Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>
Subject: RE: Slides for Budget Presentation

Thank you!!

Sharon Griffin
County Manager



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From: Amy Davis <Amy_Davis@onslowcountync.gov>

Sent: Tuesday, May 31, 2022 3:01 PM

To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>

Subject: RE: Slides for Budget Presentation

Good afternoon,

These look good, except slide 18 needs a correction to the capital outlay to CCCC. It should be \$1.86.

Just a few examples for slide 9, in case additional questions are asked regarding what falls under the revenue categories:

"Other Taxes & Licenses" includes revenues from occupancy tax, register of deeds stamps, and E911 surcharge.

"Permits & Fees" includes revenues from court processing fees, fire inspections, building permits, register of deeds fees, and environmental health inspections.

"Sales & Services" includes revenues from health department services, parks camps/athletics, cabin rentals/horse boarding, EMS transports, library fees, Sheriff permits, housing federal prisoners, and animal adoptions.

Thank you,

Amy Davis

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>

Sent: Tuesday, May 31, 2022 1:54 PM

To: Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>

Subject: Slides for Budget Presentation

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Sharon

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From: Sheri Slater
Sent: Tuesday, May 31, 2022 4:31 PM
To: Sharon Griffin; Amy Davis
Cc: Benjamin Warren; Janelle Golloway
Subject: Re: Slides for Budget Presentation

For the title of slide 6...."Aging Infrastructure" might be more succinct.

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From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>
Sent: Tuesday, May 31, 2022 3:59:10 PM
To: Amy Davis <Amy_Davis@onslowcountync.gov>
Cc: Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>
Subject: RE: Slides for Budget Presentation

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County Manager



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From: Amy Davis <Amy_Davis@onslowcountync.gov>
Sent: Tuesday, May 31, 2022 3:01 PM
To: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>; Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>
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Thank you,

Amy Davis

From: Sharon Griffin <Sharon_Griffin@onslowcountync.gov>

Sent: Tuesday, May 31, 2022 1:54 PM

To: Sheri Slater <Sheri_Slater@onslowcountync.gov>; Benjamin Warren <Benjamin_Warren@onslowcountync.gov>; Janelle Golloway <Janelle_Golloway@onslowcountync.gov>; Amy Davis <Amy_Davis@onslowcountync.gov>

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Sharon

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